MITEL

CLOUD ENDPOINT

MITEL 5360 SIP PHONE USER AND ADMINISTRATION GUIDE

RELEASE 6.0

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Mitel 5360 SIP Phone User and Administration Guide
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GETTING STARTED

In SIP mode, the Mitel® 5360 SIP Phone manages its own call states and features. SIP uses the Internet to connect your phone to other SIP phones. You can make calls on the Public Switched Telephone Network (PSTN), or “regular”, phone network. If you are registered with a SIP Service Provider, you may also be able to dial by user ID, name (when using the People Application, page 24), or extension number.

For information about programming features on your SIP-supported phone, refer to this guide and to the Web Configuration Tool online Help (see *Supporting Documentation* on page 11).

SIP User Accounts and Passwords

Your Administrator usually configures SIP accounts for SIP phone Users and Administrators. You need a SIP User account in order to Register your phone with your SIP Service Provider.

If you do not have a SIP user account, you can still use your phone with limited access to SIP features and functionality.

SIP Administrative Mode

Administrators need an administrator user account and password to:

- Modify network configuration settings and SIP Service Provider information
- Access SIP setting menus through the Web Configuration Tool Administrator pages.

See *Administrator Tools* on page 49 for more information.

About your SIP Phone

The Mitel® 5360 SIP Phone is a high-end color phone with a touch display that delivers graphically rich applications. It is a full-feature enterprise-class phone that provides a large color backlit graphics display with 48 programmable self-labeling keys, six intuitive call state sensitive softkeys, superior sound quality, and a built-in HTML toolkit for desktop applications development.

Equipped with a Gadget Sidebar, the seven-inch display enables one-touch access to embedded or internet-based content and applications. The Gadget Sidebar provides you with a quick launch tool for embedded applications as well as HTML applications.

The 5360 SIP Phone is compatible with the Mitel MiVoice Business platform. The 5360 SIP Phone is ideal for any enterprise executive or manager, Teleworker, and Contact Center supervisor. The 5360 SIP Phone also features a Unified Communicator (UC) Express application, which is a PC-based desktop programming tool, that allows you to easily configure your phone from your Personal Computer (PC).

For more key and feature information, see *Elements of Your Phone* on page 3.

The 5360 SIP Phone

Elements of Your Phone

Feature	Function
1) Display	Provides a large, high-resolution touch screen that assists you in selecting and using phone features and applications. The display area provides 48 self-labeling buttons that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom right feature key is always your Prime Line key.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Volume, Speaker and Mute Controls	Provide the following audio control capability: • (**UP**) and (**DOWN**) provide volume control for the ringer, handset, and handsfree speakers. • (**SPEAKER**) enables and disables Handsfree mode. • (**MUTE**) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
4) Fixed Function Keys	Give you access to the following phone functions: • (**MENU**): provides access to menus for your phone's applications and settings. • (**CANCEL**): ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level. • (**REDIAL**): calls the last number dialed. • (**HOLD**): places the current call on hold. • (**TRANS/CONF**): initiates a call transfer or establishes a three-party conference call. • (**MESSAGE**): provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note: The Ring/Message indicator also flashes when messages are waiting.
5) Keypad	Use to dial.
6) Gadget Sidebar	Provides up to nine quick launch icons that allow you to quickly navigate to any application (including the Phone/Home icon).
7) Navigation Page Keys and Context Icon	Use navigation keys to display additional pages of information. There are two page navigation keys: Back and Next. Additionally, a context icon shows the application in use.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Ring/Message Indicators

When indicator is	it means that
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call

Using Your IP Phone with Mitel Unified Communicator Express

When used with the Unified Communicator® Express application, the 5360 SIP Phone becomes a powerful communications tool that helps streamline communications between people and organizations. This leads to improved productivity, enhanced customer service, reduced costs, and ultimately improved business process integration. See the appropriate user guide at http://edocs.mitel.com for details.

HTML Applications

Your 5360 SIP Phone may have HTML Applications available for customized use. The HTML Desktop Toolkit enables simple, intuitive development of customized applications that are easily integrated with telephony functions of your 5360 SIP Phone.

TIPS FOR YOUR COMFORT AND SAFETY

Don't Cradle the Handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your Hearing

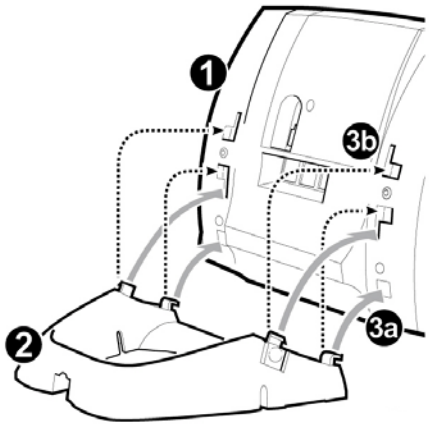
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the Viewing Angle

The stand built into your phone tilts to give you a better view of the keys.

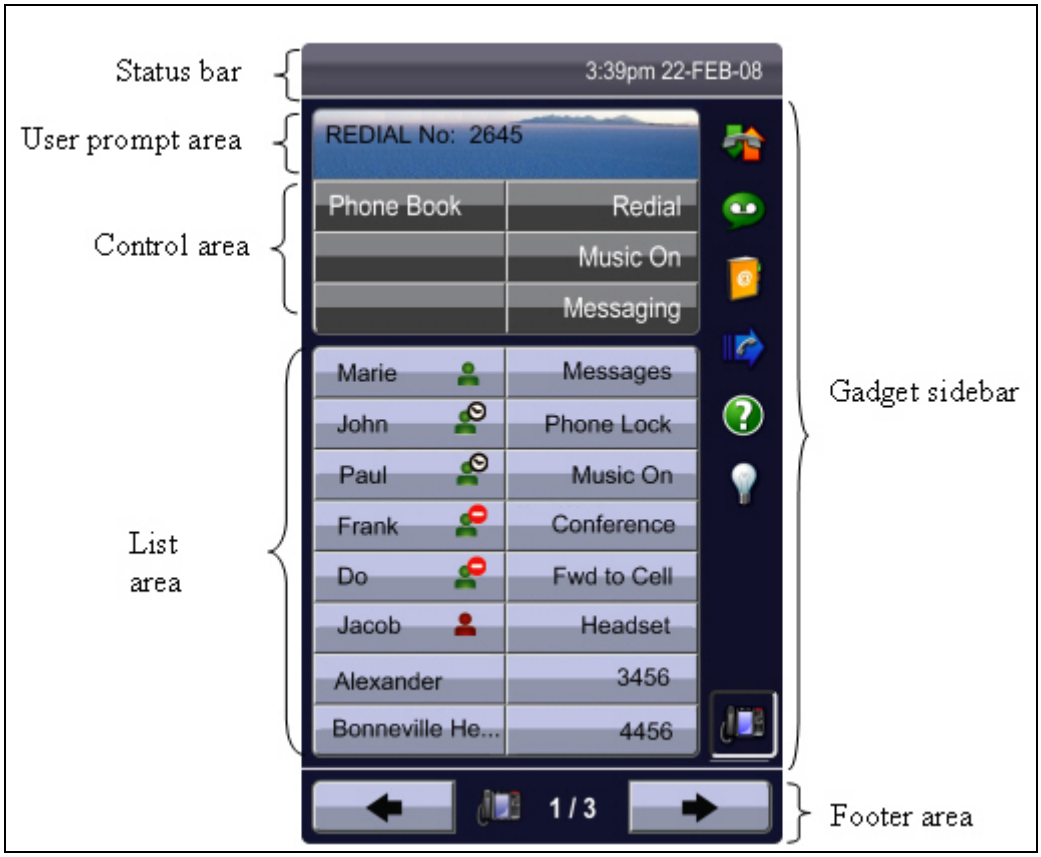
To tilt your phone for better viewing:

1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:
   a. For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
   b. For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.



USING YOUR DEFAULT PHONE WINDOW

The 5360 SIP Phone default phone window and Gadget Sidebar are shown and described below. The Phone window provides access to programmable keys and the main phone interface.



5360 SIP Phone Window

5360 SIP Phone Default Window

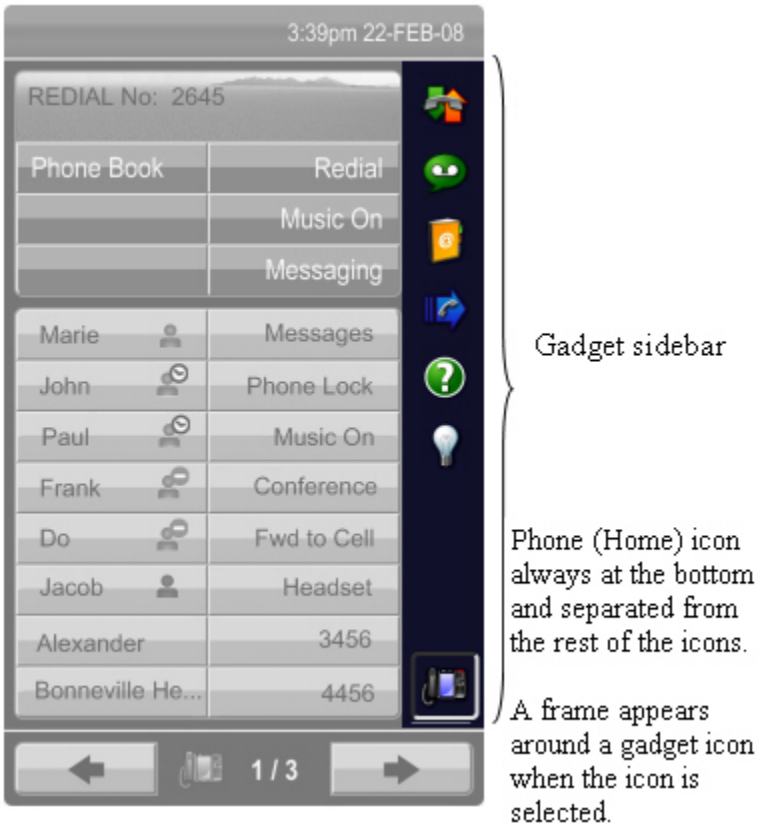
Feature	Function
1) Status Bar	Displays time, date, and icons indicating feature states as follows: • **Call History** ( ) – Indicates new missed calls • **Call Forward Always On** ( ) – Indicates Call Forward Always is activated. • **Message Waiting** ( ) - Indicates new voice mail. • **Headset** ( ) - Indicates that the phone is in headset mode. • **DND** ( ) - Indicates DND (Do not disturb) mode.
2) Information Display/User Prompt Area	Provides prompts in most phone applications. Content changes based on the application.
3) Control Area/Softkeys	Allow you to access specific call control features, which are context sensitive. These are non-programmable feature keys, which are specific to the application or state of the set. The 5360 SIP Phone provides six softkeys for applications.
4) Programmable Keys	Provides 48 self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys. For instructions on programming the keys, see Programming Features on Your Keys. This dynamic area is also used for displaying components based on the applications being used, including a QWERTY keyboard.
5) Navigation Page Keys (Footer)	Shows context and summary information based on information in the Programmable Keys area, such as Page Indicators, numbers of items, and so forth. Navigation keys display additional pages of information. There are two page navigation keys: **Back** and **Next**.
6) Gadget Sidebar	Provides up to nine quick launch icons that allow you to quickly navigate to any application (including the Phone/Home icon). See Gadget Sidebar on the 5360 SIP Phone.

Gadget Sidebar on the 5360 SIP Phone

The Gadget Sidebar is a vertical bar that runs down the right side of the 5360 SIP Phone's display. The Gadget Sidebar contains a series of icons that provide one-touch access to the

most commonly accessed phone applications and features, including HTML applications. The Gadget Sidebar is designed to accommodate up to nine quick launch icons, including the Phone icon, which always returns you to the main phone screen. The Gadget Sidebar consists of the following icons for applications:

- Call History
- People
- Settings
- Backlight/Light bulb (for turning off the backlight)



USING APPLICATIONS ON THE 5360 SIP PHONE

Your 5360 SIP Phone provides applications that simplify the use of your phone. This table describes the applications that you may have on your 5360 SIP Phone. The associated icon appears on the Gadget Sidebar or as a context icon in the navigation area. Simply touch the Gadget Sidebar icon to open the application.

Applications/Icons	Function
Call History	Use the Call History application to display lists of the calls that you have missed, made, and answered. This feature allows you to filter the call records and display information on each call on the list. See Using the Call History Application for more information.
People/Contact List	Use the *People* application to add, delete and edit contact names and numbers. You can also dial anyone on your contact list from the *People* application. The People window displays up to eight contacts per page, ordered alphabetically by last name. For information on using the *People* application, refer to Setting Up Your Contact List and Dial From Your People Application.
Settings	Use the *Settings* application to display and quickly change your phone's current communications settings. See Using the Settings Application for more information.
Backlight On/Off	Turns the backlight off.
Phone/Home	Press the Home icon to bring you back to the main Phone/Home window.

Accessing Your Phone Applications

To open the *Applications* window, press the blue **Menu** key . The *Applications* home window gives the current list of your phone's applications.

To open an application, touch the specific application icon on the Gadget Sidebar or touch the application name on the display.

For information on programming features and applications, see Programming Features On Your Keys.

Tips for Setting up Your Phone and Touch Screen

- After you receive your 5360 SIP Phone, use the options in the *Settings* application to customize your phone.
- Calibrate your display for maximum touch accuracy. You may also want to turn on the button beep to receive an audible tone that indicates you have engaged the button or icon. See **Error! Reference source not found.** and Calibrate the Display.

Call Encryption

The 5360 SIP Phone provides both Secure Real-time Transport Protocol (SRTP) and Transport Layer Security (TLS) for voice encryption when connected to a phone that also supports SRTP or TLS. SRTP is enabled by default. You can enable SRTP or TLS on your phone using the Media Configuration page of the Web Configuration Tool. SRTP is the default setting. (See Accessing the Web Configuration Tool Online Help on page 11.)

SUPPORTING DOCUMENTATION

Accessing the Web Configuration Tool Online Help

To access programming instructions in the Web Configuration Tool online Help:

1. Access the Web Configuration Tool Home Page (see

> **Note:** For Administrator default user name and password, see Administrator Tools on page 49.

3. Accessing the Web Configuration Tool on page **Error! Bookmark not defined.**).
4. Scroll to the bottom of the page.
5. In the left pane, under **Support**, click **Help**. The Help system opens, presenting links to the User Web Configuration Tool online Help and to this guide.

> **Note:** If you have administrative privileges, you will have access to both the User and the Administrator Web Configuration Tool online Help systems.

Accessing Other Documentation

To access other Mitel phone and peripheral documentation, in your browser, go to **http://edocs.mitel.com/UG/Index.html**.

CUSTOMIZING YOUR PHONE

To customize and use your phone features, use either of the following two interfaces:

- Menu Key Menu Interface
- Web Configuration Tool

MENU Key Menu Interface

The fixed-function keys provide access most features on your phone. The phone's Settings menu interface provides access to additional features.

To access the Settings menu interface, press the blue **Menu** key .

Web Configuration Tool

The Web Configuration Tool is a tool that you can use in addition to your phone to make calls and to personalize and modify your phone settings.

You can access the Web Configuration Tool from any personal computer (PC) connected to the Internet and running a web browser that is one of the following:

- Mozilla Firefox 14 or later
- Internet Explorer 8 or later
- Any equivalent browser

Note: If your network is protected by a firewall, you may not be able to access your phone using the Web Configuration Tool from outside the firewall.

Web Configuration Tool Accounts and Passwords

You must have either a User or Administrator account to access the tool. Your account determines the type of web configuration pages you can access when you connect to the phone.

Your Administrator may change the default user name and password settings. If necessary, obtain your new user name and password from your Administrator.

Table 1: Web Configuration Tool Default User Name and Password

	Default User Name	Default Password
User	User's DN	hello

Note: For Administrator default user name and password, see Administrator Tools on page 49.

Accessing the Web Configuration Tool

To access the Web Configuration Tool:

1. On your phone, do the following to obtain your phone's IP address:
   a. Simultaneously press and hold the **UP** and **DOWN** volume keys.
   b. Continue to hold the **DOWN** volume key and release the **UP** volume key.
   c. Press 234 on the telephone keypad and release the **DOWN** volume key. **NETWORK SETTINGS?** appears.
   d. Press #. (No). **NETWORK PARAMETERS**? appears
   e. Press * (Yes). **VIEW CURRENT VALUES?** appears.
   f. Press * (Yes). **VIEW CURRENT NETWORK?** appears.
   g. Press * (Yes). **CURRENT NETWORK PARMS** appears.
   h. Press the **DOWN** volume key until **PHONE IP ADDRESS** appears.
2. Write down the IP address, and then press the blue **Menu** key twice to return to the default display.
3. On your PC, launch your browser.
4. In your browser's **URL** or **Address** field, enter your phone's IP address. The Web Configuration Tool login screen appears.
5. In the appropriate fields, enter your Web Configuration Tool user name and password.
6. Click **OK**. The Web Configuration Tool *Home Page* launches.

Note: If you are a SIP Administrator, see *Administrator Tools* on page 49 for administrative options.

Note: If you need help programming features, access the online help system in the Web Configuration Tool (see *Accessing the Web Configuration Tool Online Help* on page 11).

Using the Settings Application

The *Settings* application provides a single location to access your phone settings. Select any of the options below to access a window where you can view and configure settings for your phone.

Note: You can access *Settings* by pressing the blue **Menu** key, and then **Settings**, or by touching the **Settings** application

The Settings window provides the following:

- **Text Size**: Allows you to specify the font size (large or small) for the 5360 SIP Phone.
- **Calibrate Display**: Allows you to calibrate the touch display for optimum touch sensitivity.
- **About 5360 SIP Phone**: This screen displays the software release.

Specify Text Size

To specify the text size that displays on the phone:

1. Press the blue **Menu** key, then press **Settings**.
   -or-
   Touch the **Settings** application.
2. Press **Text Size**.
3. Select **Large Text** or **Small Text**.
4. Press **Save**.

Calibrate the Display

To calibrate the phone screen for touch accuracy:

1. Press the blue **Menu** key, then press **Settings**.
   -or-
   Touch the **Settings** application.
2. Press **Calibrate Display**.
3. Touch the center of each **+** to calibrate the display.

Cleaning Your 5360 SIP Phone

You can wipe clean the touch screen of your 5360 SIP Phone without causing touch-sensitive controls to be activated.

1. Press the blue **Menu** key.
2. Press **Clean Mode**.
3. Clean the screen of your phone.
4. Press the blue **Menu** key to end Clean Mode.

Text Entry

The Text Entry feature provides a standard set of windows used by all applications for accepting user-entered text and numeric data. The Text Entry window opens when an application requires text input.

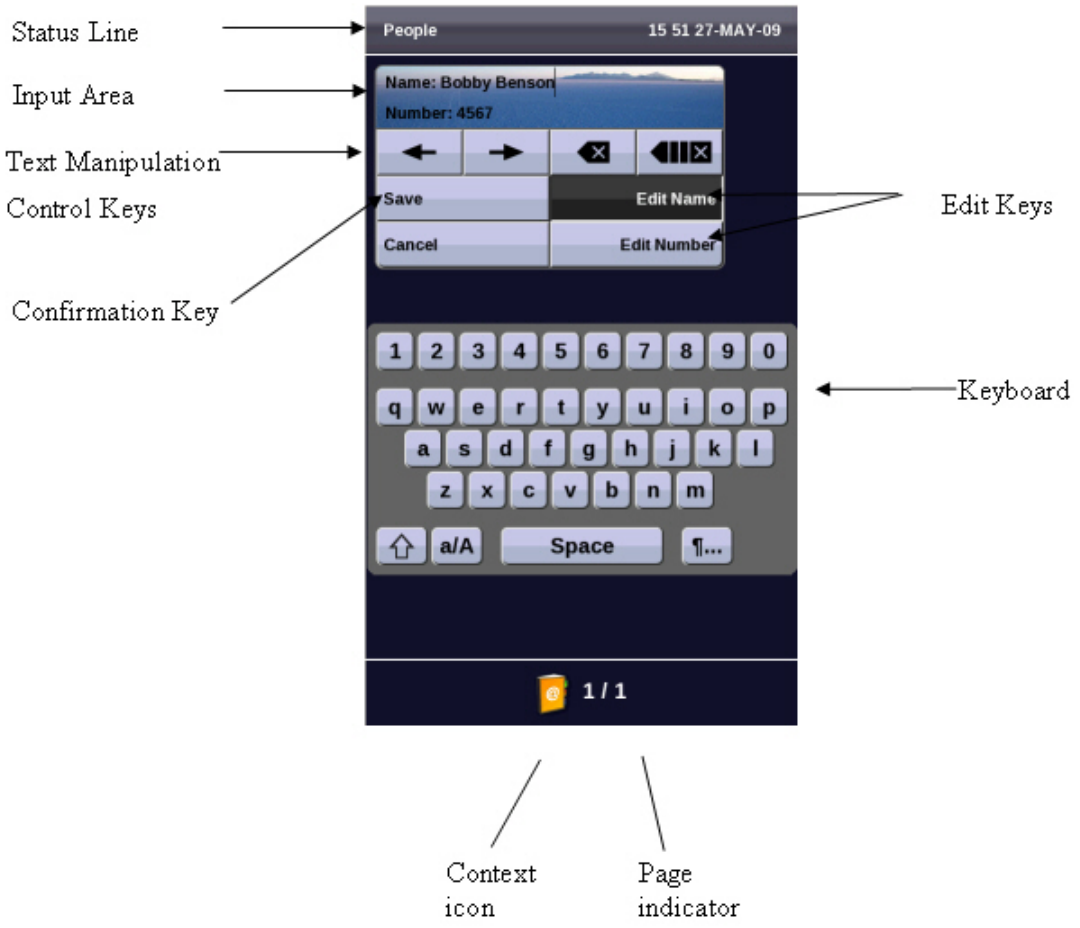
The People Application uses the Text Entry feature.

Text Entry Window

The Text Entry window remains open during calls and other activities (see diagram below). For example, if you are entering the text of a Programmable Key label in the Settings application, and you receive an incoming call, the Text Entry's window will remain open even though it is hidden. When you eventually re-display Settings, the edit window reappears in the same state as when Settings was hidden.

The user interface consists essentially of

- An Input Area that displays up to a maximum of two lines of text.
- Text manipulation Control Keys, such as cursor right, cursor left, backspace, clear, and delete digit.
- Control Keys for saving and canceling the user's input
- Keyboard
- Navigation Keys



Status Line

The Text Entry window's Status Line displays either a text string or the time and date and this depends on the application that requires text entry.

Input Area

The Input area lets you see the text as you enter it, either in the name or number field.

Text Manipulation Control Keys

The text manipulation control keys provided in the Text Entry window are Cursor Left, Cursor Right, Backspace, Clear, and Delete Digit.

To use these control keys, an Input Field must be selected.

The Cursor Left ( ) and Cursor Right ( ) keys move the cursor left and right, respectively, in the Input Field without deleting characters.

The Backspace ( ) key removes the character to the left of the cursor in the Input Field.

The Clear ( ) key removes all characters from the Input Field.

The Delete Digit ( ) key deletes a character to the right of the cursor in the Input Field. If there is no character following the cursor the Backspace key is ignored.

Note: In some applications a Delete Digit key will be displayed instead of the Clear key.

Keyboards

Two keyboard interfaces are provided for Text Entry: a numeric keyboard interface and an alphanumeric keyboard as described below.

Alphanumeric Keyboard

The alphanumeric keyboard consists of consists of thirty-six character keys, space and three control keys. The thirty-six character keys can be shifted case to provide thirty-six additional characters, providing a total of seventy-three different characters for data input.

The character set includes the Space key, the numbers 0 through 9, the letters of the English language in both lowercase and uppercase and a subset of other Unicode characters which would be similar to the ASCII characters provided on a typical PC keyboard.

The Alphanumeric keyboard has four Character Keys views; only one view can be displayed at a time.

- **Default view**: This view consists of the lowercase version of the letters and numbers.

- **Shifted Default view**: This view consists of the uppercase version of the letters and the supported Unicode characters.
- **Caps view**: This view consists of the uppercase version of the letters and regular numbers.
- **Shifted Caps view**: This view consists of the lowercase version of the letters and the supported Unicode characters.
- **Special Character view**: This view consists of the supported symbols and the supported accented characters. Unlike the three views above, this view has a matrix layout and consists of more than one page of characters.

Numeric Keyboard

The numeric keyboard interface is used when the Input Field requires phone numbers or other numerical input. The numeric keyboard provides nineteen character keys that represent the standard dial pad on a phone: the numbers 0 through 9, the * key and the # key. The numbers appear as they would on a typical telephony dial pad. The seven remaining character keys include the Space key, -, +, (,), Pause and Flash.

Note: Some of the last seven character keys may not be displayed if the host application does not require them.

Pressing a character key adds the character associated with the key to the left of the cursor in the input field. The Pause and Flash character keys will appear as P and F, respectively, in the input field.

Numeric Keyboard

Some input buttons will not be available in some applications depending on the input required.

The keypad normally used for dialing calls can be used to enter numbers when the numeric keyboard is displayed.

Adjust the Ringer

Adjust the ringer volume when the phone is ringing:

Press (**UP**) or (**DOWN**)

Note: If the phone is in talk state, this action adjusts the volume of the handset, headset or speaker.

Handset Volume Control

To adjust handset volume:

When the handset is in use, press (**UP**) or (**DOWN**)

Speaker Volume Control

When on a handsfree call, press (UP) or (DOWN)

Display Contrast Control

To adjust display contrast:

When the phone is idle, press (**UP**) or (**DOWN**)

SETTING UP YOUR CONTACT LIST

Use the *People* application to set up your contact list.

Adding Names to Your Contact List

You can add a name to your contact list by entering it directly using the *People* application or by copying a number using the To People from Call History.

To add a name to your contact list using the *People* application:

1. Open the People application.
2. Press **New**.
3. Enter the name using the on-screen keyboard and press the appropriate letters to spell the first name of your contact.
4. Press **Edit Number** and using the on-screen numeric keyboard or the keypad, enter the number.
5. Press **Save**.
6. Press **Close**.

Editing Information in Your Contact List

1. Open the People application.
2. Press the name you wish to edit.
   Note: If you wish to delete the name from your contact list, press **Delete**.
3. Press **Edit …** .
4. In the on-screen keyboard, update the appropriate information for the name.
5. Press **Edit Number** and using the on-screen numeric keyboard or keypad, edit the number.
6. Press **Save**.
7. Press **Close**.

USING THE CALL HISTORY APPLICATION

Use the Call History application to display details of your most recent 50 calls. The maximum number of entries for each type of call are:

- Missed: 20
- Made: 15
- Answered: 15

After the 50-call limit has been reached, the oldest call is replaced each time a new call is missed, made, or answered.

From this application, you can

- display calls by type
- display detailed information (if available) for the calls
- return missed calls by pressing a key
- delete or modify digits before saving or dialing a call
- delete calls

View Call History Details

To view call history details:

1. Press Call History.
2. Press
   - **Missed** to view your missed calls (if any).
   - **All** to view a list of all calls
   - **Answered** to view a list of your incoming calls
   - **Made** to view a list of your outgoing calls.
3. Use the navigation keys at the bottom of the display to move to the previous or next page of calls. The total number of pages in the current list is shown at the bottom of the display.
4. Press the Dial icon to the right of the call item to call the contact
   or
   Press on a Call item to display the call details:
   - Name and number (if available)
   - Call type and number of attempts (for example, Missed, 2x)
   - Type of call: Transfer (Tsf.) or Conference (Conf.)
   - Time and date of the call
   - Duration of call in hours:minutes:seconds (for Made and Answered calls).

5. Do one of the following:
   - If necessary, use the keypad cursor left, cursor right, **Delete,** and **Backspace** keys to modify the number. . If an outgoing prefix is required to access an external trunk, you must add the digit(s. Press **Dial** to call the number or press **To People** to save the contact details to the **People** application.
   - Press or at the bottom of the set to display details for another call.
   - Press **Close** to return to the previous list.

Delete Call History

To delete an individual call:

- Press the key to the left of the call item to display the call details and then press **Delete**.

To delete all of the call history by type:

1. Press **Call History**.
2. Press
   - **Missed** to view your missed calls (if any)
   - **All** to view all calls
   - **Answered** to view a list of your incoming calls
   - **Made** to view a list of your outgoing calls.
3. Press **Delete** List to delete all calls from the currently displayed list.
4. You are prompted to confirm the delete. Press **Delete**.

CALL FORWARDING

Call Forwarding redirects incoming calls to an alternate number when

- your phone is busy
- when you're not answering, or
- all the time.

You can program, activate, and deactivate Call Forwarding using the Web Configuration Tool. See the *Web Configuration Tool Online Help* for details about programming Call Forwarding.

PROGRAMING FEATURES ON YOUR KEYS

Use the Web Configuration Tool to program features on the phone's various keys. The following features can be programmed:

- Speed Dial
- Shared Line
- Call History
- People
- Forwarding
- Do Not Disturb (DND)
- Advisory Message on/off
- PC Application
- Headset on/off
- RSS Feed
- HTML Application

Use the Web Configuration Tool to clear the programming from a key if it is no longer being used.

See the *Web Configuration Tool Online Help* for details about programming features to phone keys.

MAKING AND ANSWERING CALLS

You can make a call using one of the following methods:

- Dialing the extension number or phone number
- Dialing a number from the People application
- Using the Call History application
- Press the programmed key associated with the party you want to call. For more information about programming keys, see Programing Features On Your Keys.
- Dialing the number using the dial pad

Dial by Number

1. Lift the handset (optional).
2. If you want to use a line other than **Line 1**, press a **Line** key.
3. Do one of the following:
   a. Dial the number.
   b. Press a Speed Dial key.
   c. Press (**REDIAL**).

Dial by Name

Dial by Name can only be done using the Web Configuration Tool. To dial by a user ID name, you must be registered with a SIP Service Provider.

Dial by SIP URL or IP Address

Dial by a SIP URL or IP Address can only be done using the Web Configuration Tool. To dial by a SIP URL or IP Address, you must be registered with a SIP Service Provider.

Dial using the People Application

To dial a contact from your People list:

1. Open the People application.
2. Use the navigation keys to page through the contact list and select the name.
3. Dial the contact name using one of the following methods:
   - Press the Dial icon to the right of the contact's name in the main list. (The contact name does not need to be selected.)
   - Select a contact name and press **Dial**.

- Press the dial pad key that contains the first letter of the contact name and then press the Dial icon or press **Dial**.

4. Continue the call using the speakerphone or lift the handset.

Dial using the Call History Application

1. Press Call History.
2. Press
   - **Missed** to view your missed calls (if any).
   - **All** to view a list of all logs
   - **Answered** to view logs of your incoming calls
   - **Made** to view logs of your outgoing calls.
3. Use the navigation keys at the bottom of the display to move to the previous or next page of logs. The total number of pages in the current list is shown at the bottom of the display.
4. Press the Dial icon to the right of the log to call the contact

Answer a Call

Incoming calls ring **Line 1,** if all lines are free, or the next available line. If all lines are busy and Call Forward – Busy is not enabled (see Enable/Disable Call Forward on page**Error! Bookmark not defined.**), callers hear a busy signal.

To answer a call, do one of the following:

- In handset mode, lift the handset.
- In headset mode, press the **Headset** key, then press the flashing **Line** key.
- In handsfree mode, press (**SPEAKER**), or press the flashing **Line** key.

For more information about handset, handsfree (Speaker), or headset calls, see *Handset, Handsfree and Headset Modes* on page 32.

Auto Answer

You can use Auto Answer to automatically answer incoming calls in handsfree or headset mode.

To enable or disable Auto Answer:

- Access the Feature Configuration page of the Web Configuration tool (see *Accessing the Web Configuration Tool* on page **Error! Bookmark not defined.**).

To answer an Auto Answer call:

- Begin speaking when the call arrives.

- To end an Auto Answer call, do one of the following:
  - Press (**CANCEL**).
  - Wait for the caller to hang up.

Answer a Call Waiting

The 5360 SIP Phone allows a default quantity of three calls waiting while you are on a call. New calls wait on the next free line. When a new call arrives, you hear a call waiting tone, the name of the new caller appears, and the corresponding Line key flashes. If all lines are busy, callers hear a busy signal. (Number of calls waiting is dependent upon the number of Line keys you have programmed.)

To answer a waiting call:

1. Press the flashing Line key of the call waiting. The current call is put on hold, and you are connected to the new caller.
2. To return to the original call:
3. Press the associated flashing **Line** key.

Calling and Called Party Display

SIP phones display the true (programmed) identity of the called/calling party rather than the standard number/name display.

Handsfree Operation

To use Handsfree to make a call:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
   Note: Your administrator must program Line Appearances to your phone.
2. Dial the number.
3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

1. Press the flashing line key or **Error! Reference source not found.**.
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree operation:

- Press (**SPEAKER**).

To turn Mute on during Handsfree operation:

- Press (**MUTE**). The **Mute** key light turns ON.

To turn Mute off and return to conversation:

- Press (**MUTE**). The **Mute** key light turns OFF.

To disable Handsfree operation:

- Lift the handset.

To return to Handsfree operation:

1. Press (**SPEAKER**).
2. Hang up the handset.

CALL HANDLING

Hold

The 5360 SIP Phone supports a maximum of four simultaneously held calls.

When you place a call on hold, or when another party puts you on hold, the on-hold beep reminds you that you are holding or on hold. If the handset is in its cradle, you hear the beep through the handsfree speaker. You can disable this beep if desired, using the Web Configuration Tool.

Note: The call hold tone takes precedence over Music On Hold.

Hold a Call

Press (**HOLD**). The associated Line key flashes.

Retrieve a Call from Hold

Press the associated flashing Line key. The **Line** key changes from flashing to lit solid.

Change On-Hold Settings

Access the Feature Configuration page of the Web Configuration (see Accessing the Web Configuration Tool on page 12). **Note:** You cannot change your hold settings while in a call.

Call Forward

Call Forward redirects incoming calls to an alternate number. Choose from the following Call Forward options:

- **Call Forward – Always** redirects all incoming calls
- **Call Forward – No Answer** redirects calls if you don't answer after the programmed number of rings (1 – 10)
- **Call Forward – Busy** redirects calls when all lines are busy.

All Call Forward options are OFF by default.

You can turn on Call Forward No Answer and Call Forward Busy at the same time.

You cannot change your Call Forward settings while in a call.

To program, enable, or disable Call Forward using the Web Configuration Tool, access the *Feature Configuration* page (see *Accessing the Web Configuration Tool* on page 12).

Mute

Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call.

To turn Mute on during a call:

- Press (**MUTE**). The (**MUTE**) light turns ON.

To turn Mute off and return to the conversation:

- Press (**MUTE**). The (**MUTE**) light turns OFF.

Note: If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF.

NOTE FOR USERS ON RESILIENT MCD SYSTEMS: If your phone switches to the secondary system while your speaker or handset is muted (that is, while the **Mute** key is lit) the call remains muted until you hang up.

Transfer

You can transfer an active call to another party (one line must be free on your phone). The 5360 SIP Phone supports four lines. If all lines are busy on your phone, no calls can be transferred.

Note: During a conference call, any party can perform a call transfer when one line on the phone that initiated the conference call is not in use.

To Transfer an active call:

1. Press (**TRANS/CONF**).
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press (**CANCEL**).

To transfer an active call during headset operation:

1. Press (**TRANS/CONF**).
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

Transfer a Call to a Third Party Already on Hold

1. While on a call, press (**TRANS/CONF**). The call is put on hold.
2. Press the Line key of the call on hold, and then press (**TRANS/CONF**).
3. Hang up.

Conference

When two parties are connected on a call, either of those parties can originate a three-way conference by adding a third party to the call in progress. Once three parties are connected, no more parties can be added to that call.

A party can be involved in more than one three-way conference call at a time, but the calls cannot be merged. For example, A and B are on a call. A adds C to create three-way conference call ABC. B adds D to the call with A to make conference call ABD. ABC and ABD remain separate– D is not added to conference call ABC.

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

1. Press (**TRANS/CONF**).
2. Dial the number of the next party.
3. Wait for an answer.
4. Press (**TRANS/CONF**).

To leave a Conference:

- Hang up or press (**CANCEL**).

Add a Party On Hold to a Call in Progress

1. Press (**TRANS/CONF**). The current call is put on hold.
2. Press the Line key of the party already on hold.
3. Press (**TRANS/CONF**). The call put on hold in step 1 is connected to the call in progress.

Return to a Conference Call after Accepting an Outside Caller

If the originator of a conference responds to a call from another party during a conference, the other two conference members are put on hold.

To resume the conference, the originator must:

1. Select one of the held lines and then press (**TRANS/CONF**).
2. Select the remaining held line and then press (**TRANS/CONF**).

Messages - Advisory

You can set an advisory message about your whereabouts to appear on your caller's display.

To create an advisory message, access the Feature Configuration page of the Web Configuration Tool (see Accessing the Web Configuration Tool on page 12).

USING ADVANCED FEATURES

Do Not Disturb

Do Not Disturb (DND) stops incoming calls from ringing at your phone. If Do Not Disturb is enabled, callers hear a busy signal.

To enable or disable Do Not Disturb, access the Key Programming page of the Web Configuration Tool (see Accessing the Web Configuration Tool on page 12).

You can enable and disable DND by pressing the DND key.

When Do Not Disturb is enabled, ***DND ON*** alternates with other information in the phone's Status bar area. If both Call Forward and Do Not Disturb are on, ***DND ON*** and ***FWD ON*** both display only if they have been enabled by the administrator.

Call History

The Call History application keeps a record of your missed, answered and outgoing calls. The 5360 SIP Phone logs the 20 most recent missed calls, the 15 most recent answered calls, and the 15 most recent outgoing calls. The most recent call appears at the top of each log. Note that by default, the number of Missed calls will not display.

Call History records calling party name, number, call duration, and the time and date of each call. When you have missed incoming calls, the number of calls appears in the information display area of your phone's display (for example, *2 CALLS*). You can disable this display using the *Display Control* section of the Feature Configuration page of the Web Configuration Tool.

Note: Call History information is saved automatically every 15 minutes. If you reset your phone in that 15-minute interval, any call history generated during that time will not be stored.

See Using the Call History Application on page 20 for details.

To view History entries using the Web Configuration Tool, access the tool's Call History page (see Accessing the Web Configuration Tool on page 13).

Handset, Handsfree and Headset Modes

Switch between Handset and Handsfree

To go from handset to handsfree mode:

1. Press (**SPEAKER**).
2. Hang up the handset. Use the handsfree speaker to communicate with your party.

To go from handsfree to handset mode:

1. Lift the handset, and use it to communicate with your party.

Switch between Handset and Headset

To go from handset to headset mode:

1. Lift the headset from its cradle.
2. Hang up the handset. Use the headset to communicate with your party.

To go from headset to handset mode:

1. Lift the handset.
2. Replace the headset in its cradle. Use the handset to communicate with your party.

Switch between Headset and Handsfree

To go from headset to handsfree mode:

- Press (**SPEAKER**). Use the handsfree speaker to communicate with your party.

To go from handsfree to headset mode:

- Press (**SPEAKER**). Use your headset to communicate with your party.

People

The People Application is a scrollable list of contacts from which you can make a call. The 5360 SIP Phone holds a maximum of 50 People contacts. Using the User Web Configuration tool, the maximum is 60 contacts, but only 50 will display on the phone set.

People entries contain the contact's name (maximum of 20 characters) and number, SIP URL, or IP address.

Note: The SIP URL and IP Address are programmable from the Web Configuration Tool only.

To create and modify entries in the People Application, see **Setting Up Your Contact List** on page **19**.

To create, modify, or make calls from your People using the Web Configuration Tool, access the tool's *People* page (see **Accessing the Web Configuration Tool** on page **13**).

RSS Feed

RSS feeds (or "web feeds") are text formats used to deliver information such as news and weather reports. Your Mitel SIP Phone can act as an RSS feed reader, displaying the feed on Line 1 of the phone display when the phone is idle. You can program one or more keys on your phone to display an RSS feed or to display your own customized message (branding). Use the Key Programming Page in the Web Configuration Tool to program one or more RSS feed keys. For more information, refer to the Web Configuration Tool Online Help.

Enable/Disable RSS Feed

Once an RSS Feed key is programmed, press the key to display the feed. The LED on the key will remain lit while the RSS feed scrolls continuously across Line 1 of your phone display. Press the key again to stop the feed.

Note: If your Administrator has programmed a global RSS feed or branding message for your phone, this text will be displayed when your phone is idle. When one of your own personal RSS Feed keys is enabled, it will override any global feed set by your Administrator for your phone.

TIp: To improve RSS readability, you can disable other displays (like Call Forwarding and Missed Calls). Use the Feature Configuration page of the Web Configuration Tool to set Display Controls.

Shared Lines and Keys

There are two types of shared lines:

- **SIP**: basic shared line with limited features (supports call forking but does not have LED activity and lines are not linked. This type of shared line is available in normal SIP mode).
- **SIP_SCA line type**: server-enhanced Broadworks Shared Call Appearance line type

SCA line types allow calls and lines to be shared by multiple users. A SIP server provides support for call presentation to multiple phones, call state notifications, and access control. SIP mode shared lines are shared among users but, normally, only the user who initiates activity on the line has full control over it. For example, if a shared line is in use (not on Hold), and secondary share users press their corresponding line button, the shared line will not change state. If the shared line is Ringing, or on Hold, any share user who presses the corresponding line button will change the state of that call and get connected to the calling/held party. An exception to this scenario occurs when the server is configured to allow line seizure by multiple lines. Mitel SIP phones support multi-call server programming.

Requirements for making calls and picking up held calls from shared lines are the same as for normal (non-shared) lines.

Shared Lines and Keys Programming Requirements

Before programming the Shared Lines and Keys, the Broadsoft server must be configured with a list of shared users.

The diagram below shows an example of how Mitel Users 1 – 3 have been configured on the Broadsoft server to communicate with 3 Mitel phones. The three lines used on these phones are shared lines; if a call is directed to User 1 then all three phones are alerted. If User 3 answers the call then Line 1 on Phone 1 and Line 2 on Phone 2 indicate an active line.

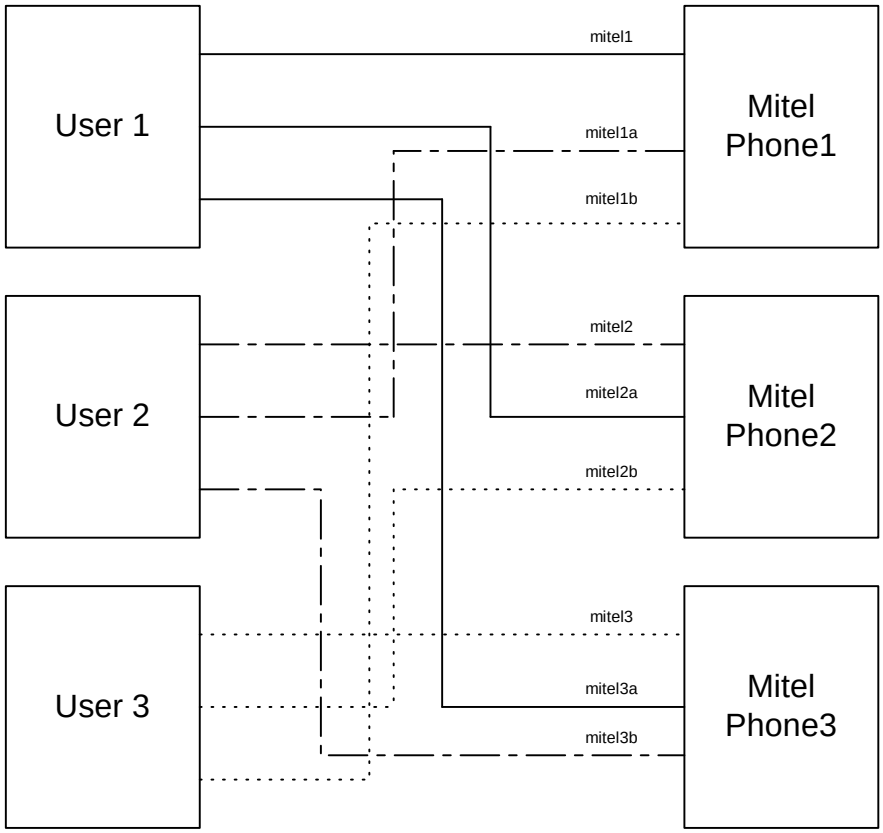
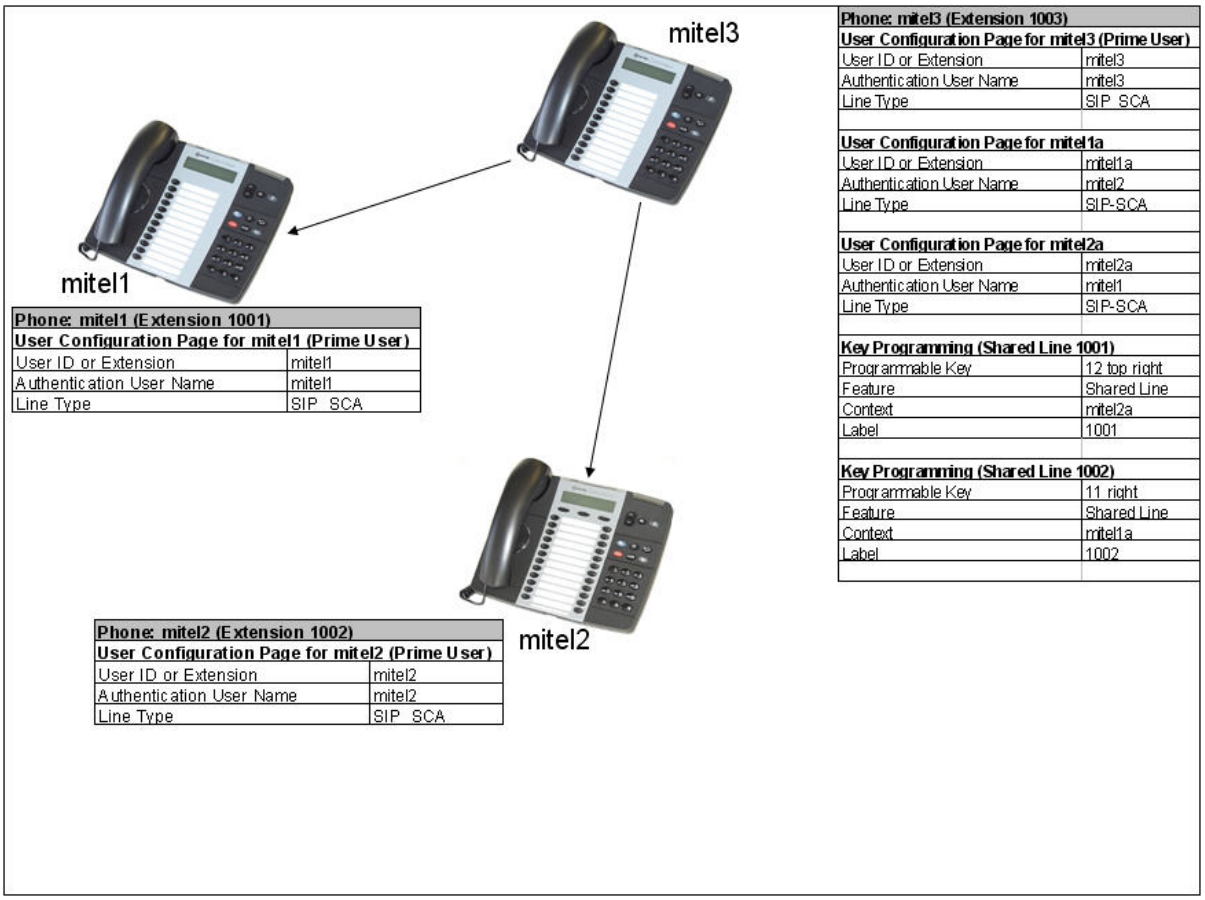


Figure 1: Shared Line Keys and User Configuration

The diagram below reflects the above example, but shows how the User Configuration and Key Programming pages (in the Web Configuration tool) are completed for Shared Line Keys. This example applies to the following procedures describing how to program Shared Line Keys.



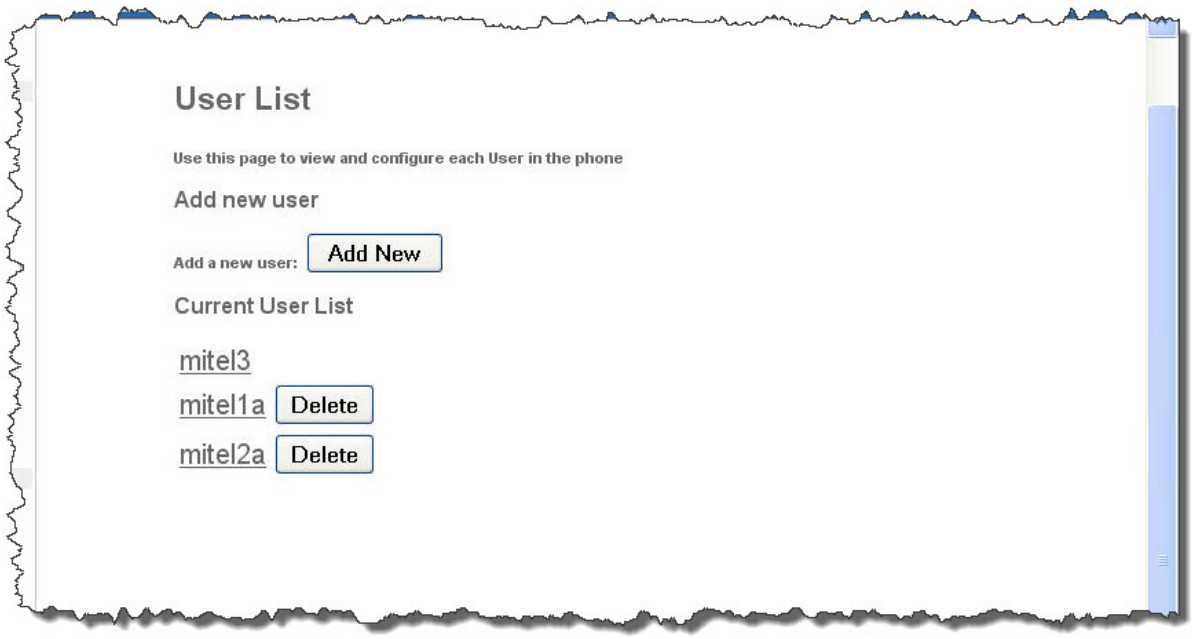
Phone: mitel1 (Extension 1001)	
User Configuration Page for mitel1 (Prime User)	
User ID or Extension	mitel1
Authentication User Name	mitel1
Line Type	SIP SCA

Phone: mitel2 (Extension 1002)	
User Configuration Page for mitel2 (Prime User)	
User ID or Extension	mitel2
Authentication User Name	mitel2
Line Type	SIP SCA

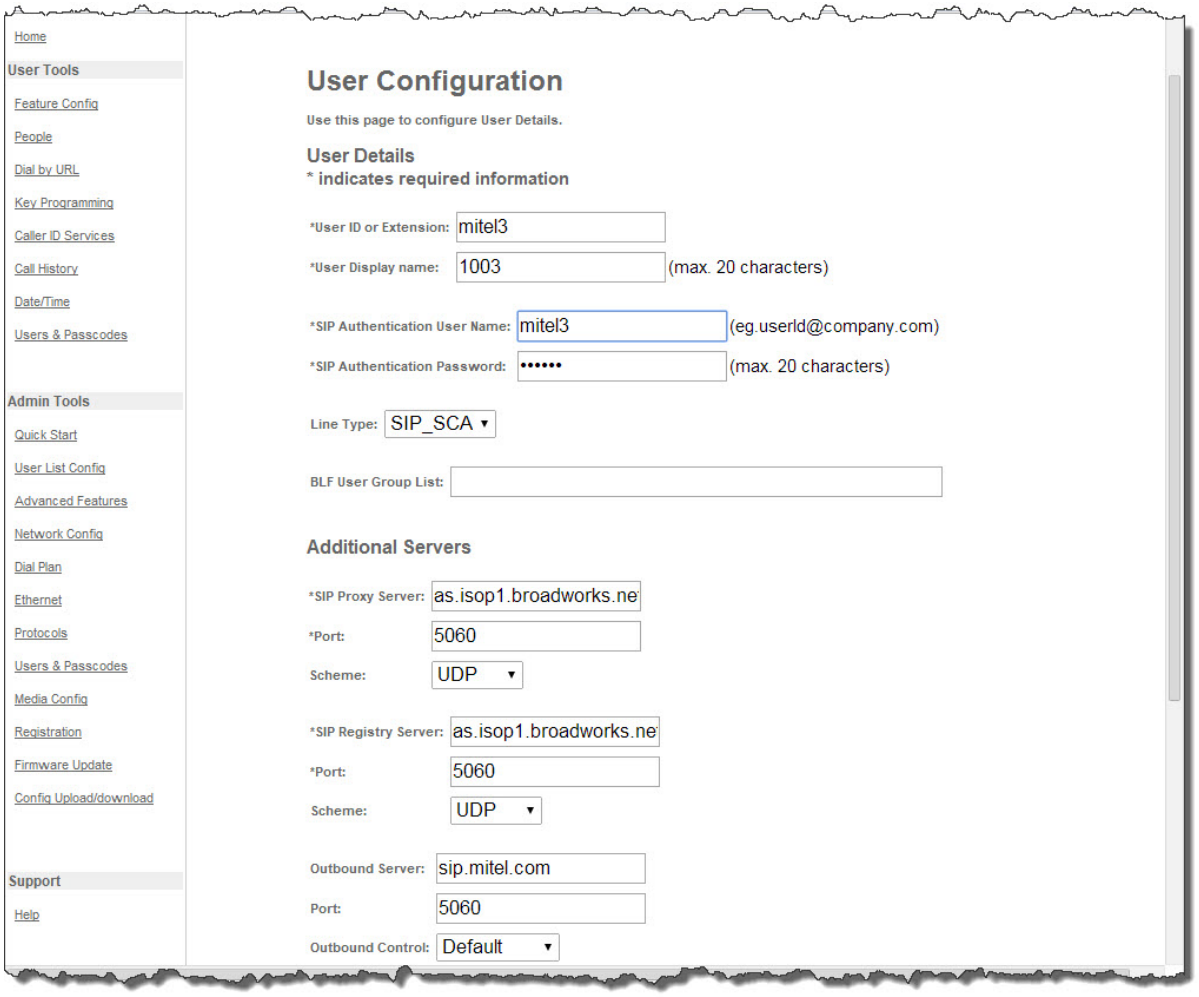
Phone: mitel3 (Extension 1003)	
User Configuration Page for mitel3 (Prime User)	
User ID or Extension	mitel3
Authentication User Name	mitel3
Line Type	SIP SCA
User Configuration Page for mitel1a	
User ID or Extension	mitel1a
Authentication User Name	mitel2
Line Type	SIP-SCA
User Configuration Page for mitel2a	
User ID or Extension	mitel2a
Authentication User Name	mitel1
Line Type	SIP-SCA
Key Programming (Shared Line 1001)	
Programmable Key	12 top right
Feature	Shared Line
Context	mitel2a
Label	1001
Key Programming (Shared Line 1002)	
Programmable Key	11 right
Feature	Shared Line
Context	mitel1a
Label	1002

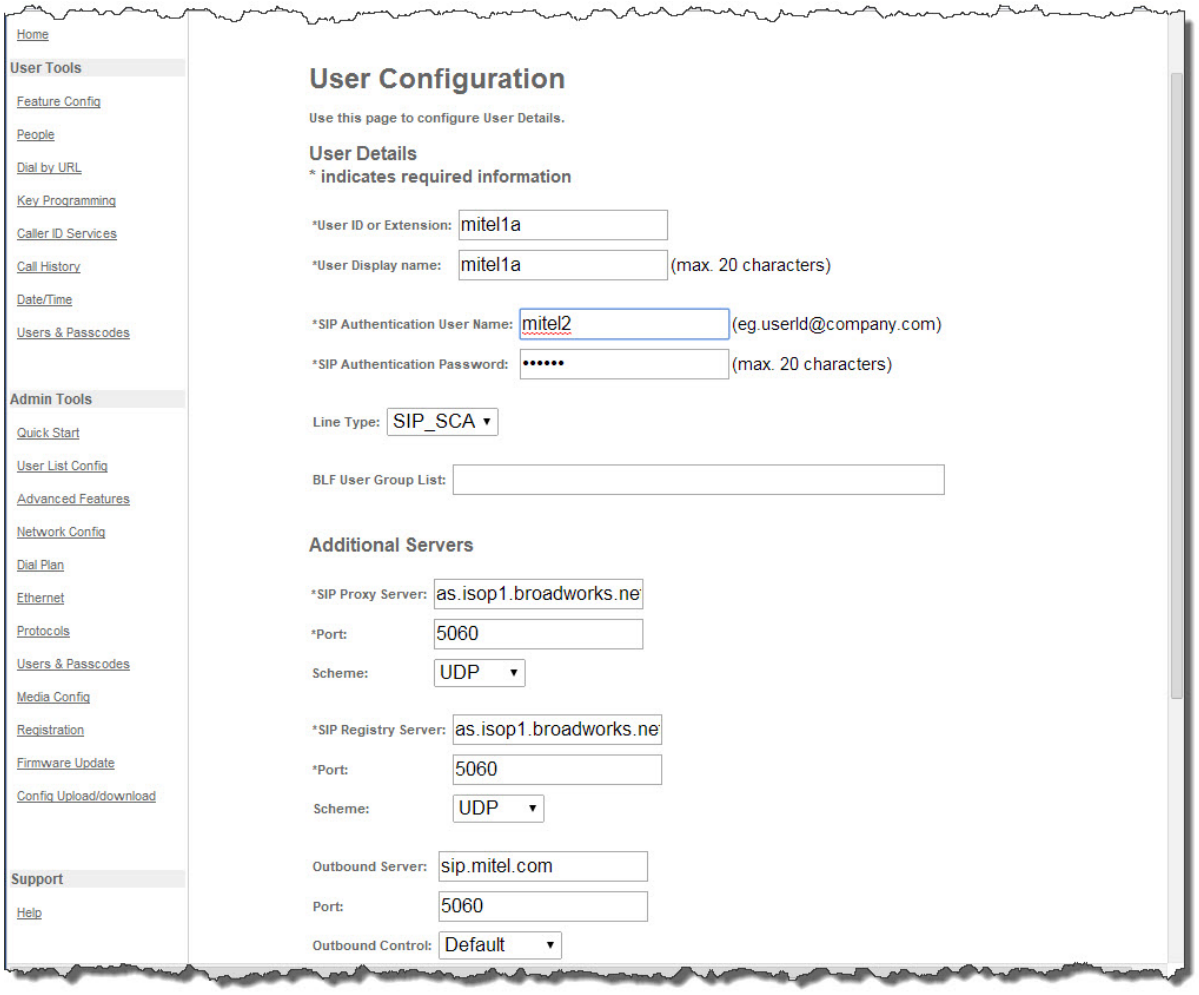
Figure 2: Programming and Configuring Users and Shared Line Keys

Your Administrator must create a user entry (on the User List Config page of the Web Configuration tool) for the user(s) with whom you want to share a line.



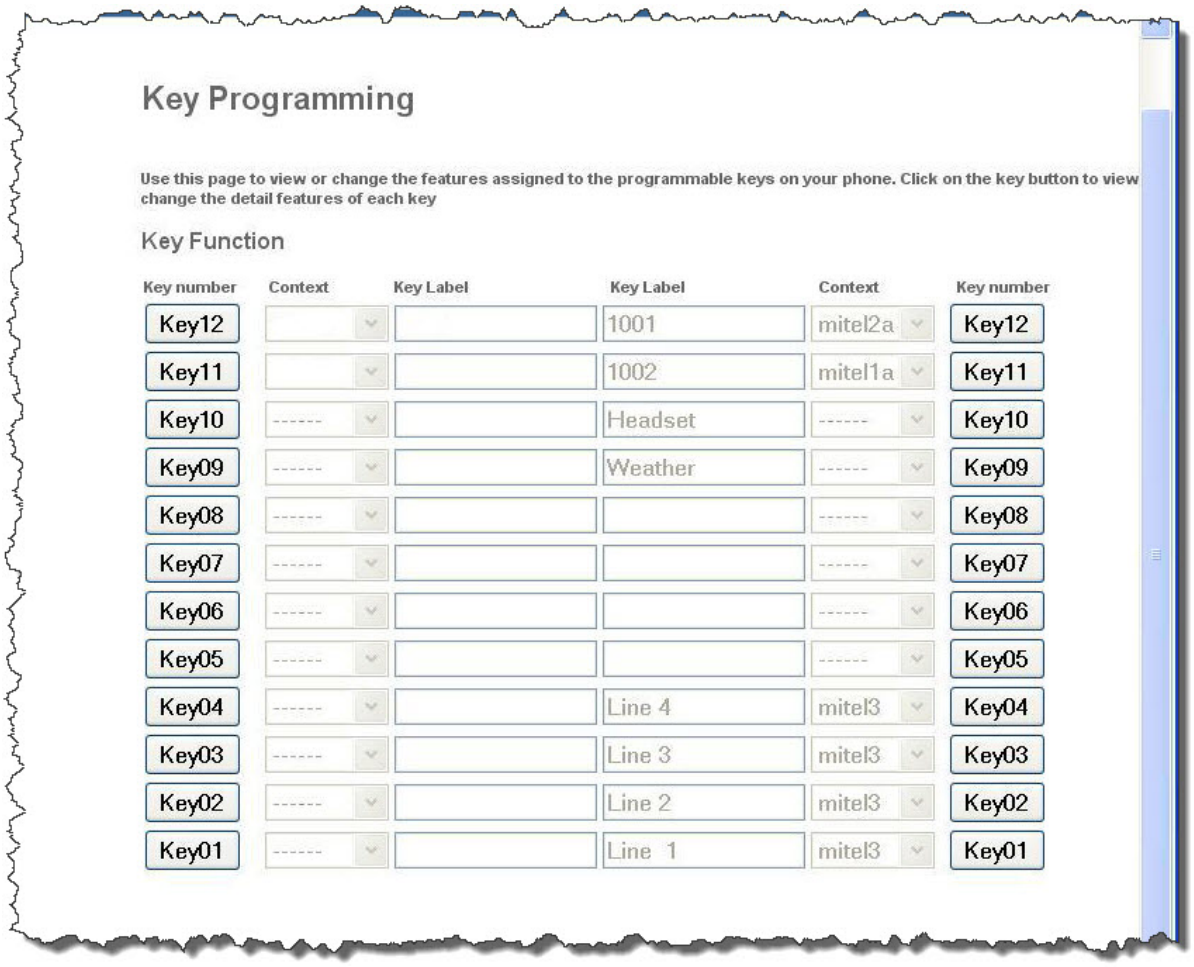
Your Administrator must configure the type of shared line (SIP or SCA) in the Line Type field on the User List Config page.



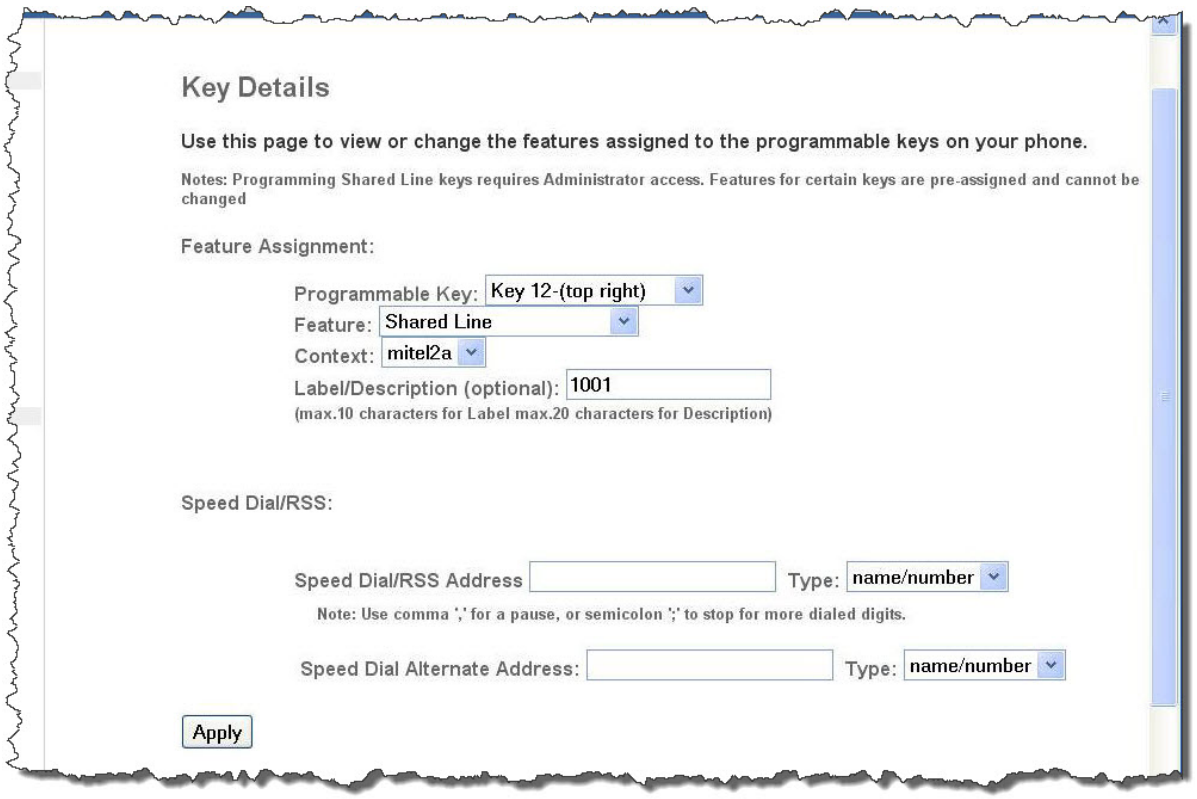

Home
User Tools
Feature Config
People
Dial by URL
Key Programming
Caller ID Services
Call History
Date/Time
Users & Passcodes
Admin Tools
Quick Start
User List Config
Advanced Features
Network Config
Dial Plan
Ethernet
Protocols
Users & Passcodes
Media Config
Registration
Firmware Update
Config Upload/download
Support
Help
User Configuration
Use this page to configure User Details.
User Details
* indicates required information
*User ID or Extension: mitel1a
*User Display name: mitel1a (max. 20 characters)
*SIP Authentication User Name: mitel2 (eg.userId@company.com)
*SIP Authentication Password: ••••••
(max. 20 characters)
Line Type: SIP_SCA
BLF User Group List:
Additional Servers
*SIP Proxy Server: as.isop1.broadworks.ne
*Port: 5060
Scheme: UDP
*SIP Registry Server: as.isop1.broadworks.ne
*Port: 5060
Scheme: UDP
Outbound Server: sip.mitel.com
Port: 5060
Outbound Control: Default

Programming Shared Line Keys

1. Access the **Key Programming** page of the Web Configuration Tool. (Note that the 5360 SIP IP Phone only has 8 programmable keys.)



2. Click the **Key Number** of the key you want to assign as a shared line.
3. From the **Feature** list, select **Shared Line**. In the example shown below, Key 12 has been configured as a Shared Line.


Key Details
Use this page to view or change the features assigned to the programmable keys on your phone.
Notes: Programming Shared Line keys requires Administrator access. Features for certain keys are pre-assigned and cannot be changed
Feature Assignment:
Programmable Key: Key 12-(top right)
Feature: Shared Line
Context: mitel2a
Label/Description (optional): 1001
(max.10 characters for Label max.20 characters for Description)
Speed Dial/RSS:
Speed Dial/RSS Address
Type: name/number
Note: Use comma ',' for a pause, or semicolon ';' to stop for more dialed digits.
Speed Dial Alternate Address:
Type: name/number
Apply

4. From the **Context** list, select the User ID with which to associate this key.
5. Enter a label/description for this key (optional).
6. Click **Apply** to apply the changes.

Shared Line Key Status

Shared lines display the following indicator lamps:

Shared Line Status	LED Appearance	Description
Trying	Solid Red	When a user initiates a call on a shared line, the LED of that line and the LEDs of all shared lines glow red.
Active	Solid Green	When a call has been successfully connected, the LED of that line and the LEDs of all shared lines glow green.
Held	Flashing Red	When a user puts another party on hold, the LED of that line and the LEDs of all shared lines flash red.
Alerting	Flashing Green	When a call is incoming, the LED of the called line and the LEDs of all shared lines flash green.

Programming Busy Lamp Field Keys

The Busy Lamp Field (BLF) feature allows you to program a key on your IP phone that monitors whether or not another user is on a call.

Before programming the BLF Keys, the Broadsoft server must be configured with a list of BLF users.

Note: Before programming the Busy Lamp Field keys, the Broadsoft server must be configured with the blflist Group, and with the capability to provide the BLF feature to SIP phones.
In the example that follows, the "blflist" is configured on the Broadsoft sever as a BLF list URL with two users, mitel1 and mitel2, as the monitored user IDs.

The diagram below shows an example of how Users 1 – 3 have been configured on the Broadsoft server, with User3 (on mitel3) configured to monitor User1 and User2 (from the blflist Group).

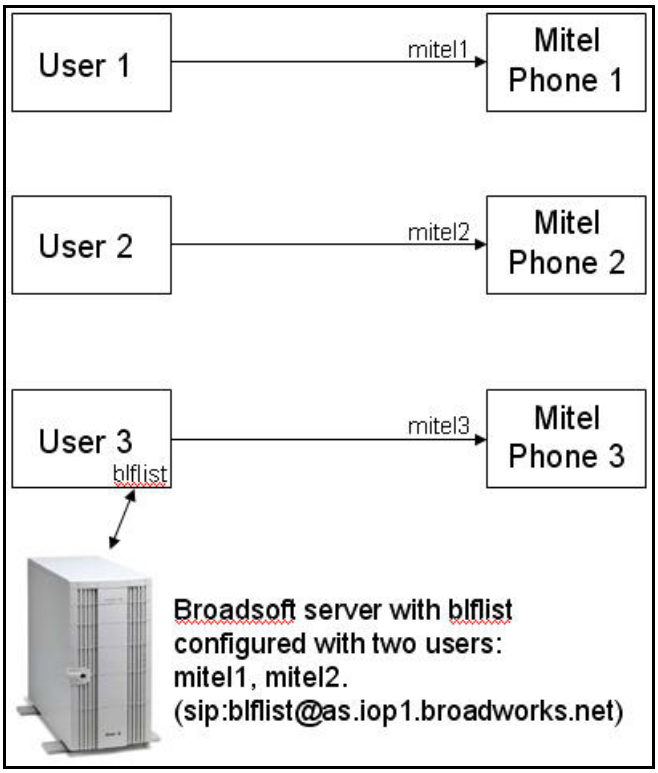


Figure 3: User Configuration for BLF

The diagram below reflects the above example, but shows how the User Configuration and Key Programming pages (in the Web Configuration tool) are completed for BLF Keys, where mitel3 has been configured to monitor mitel1 and mitel2. This example applies to the following procedures describing how to program BLF Keys.

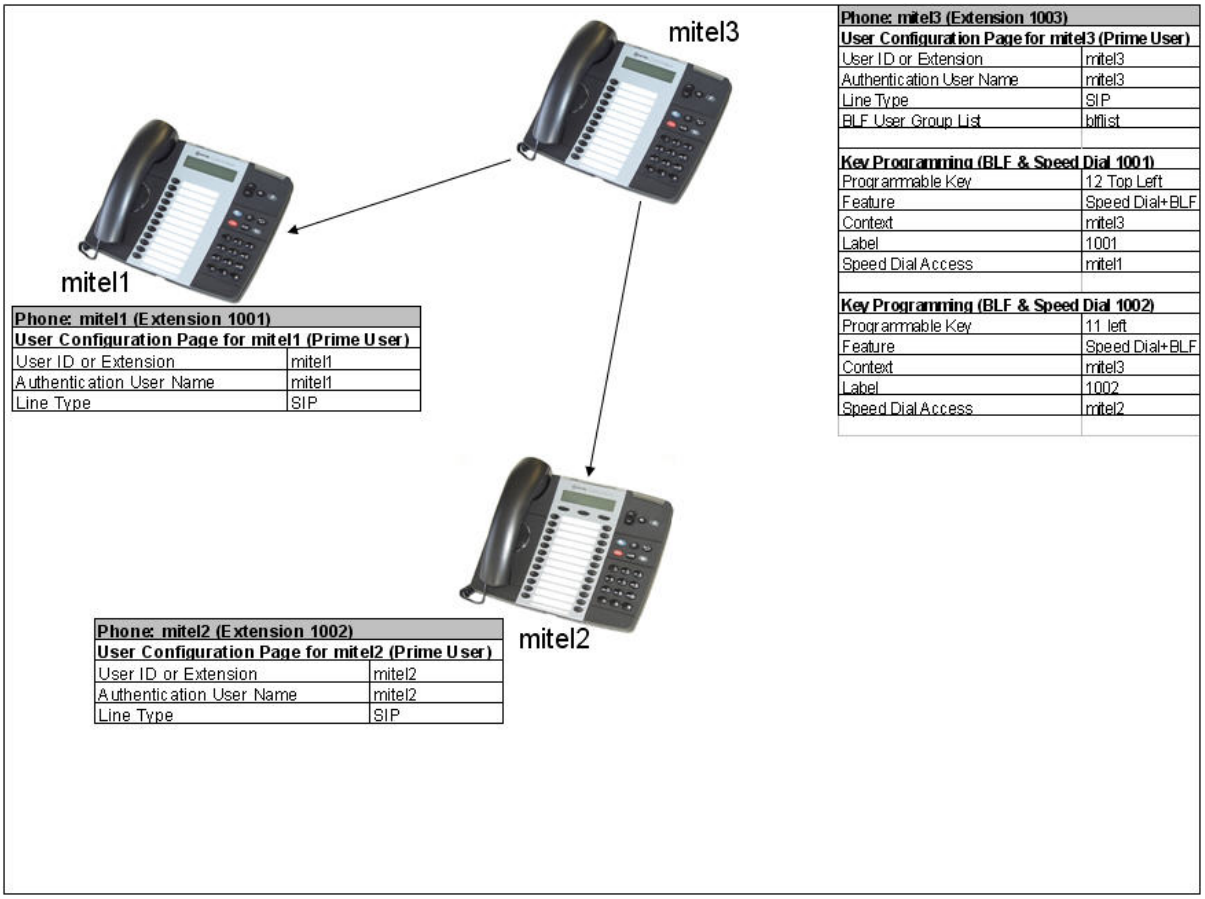
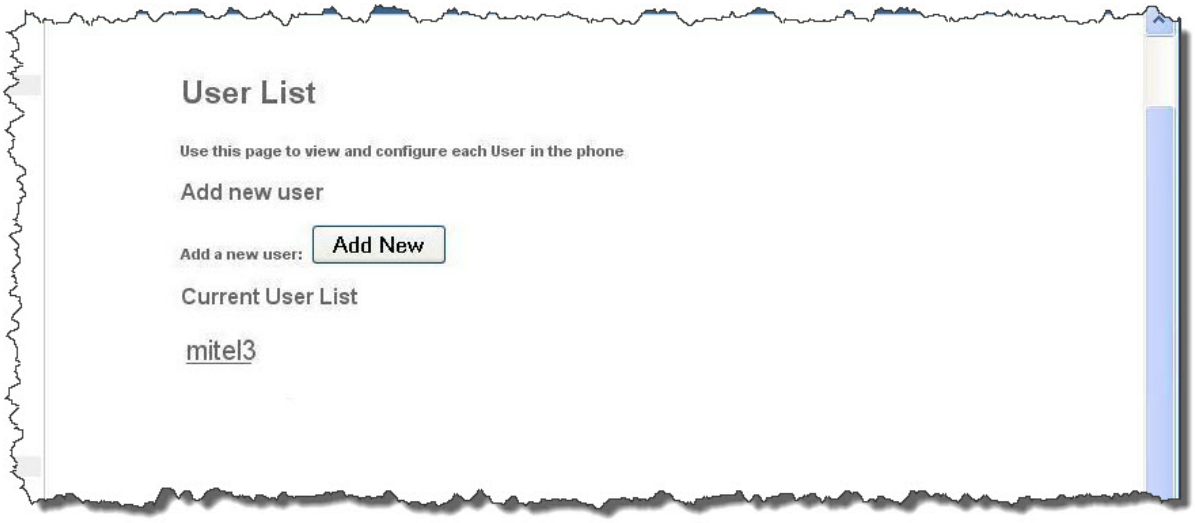
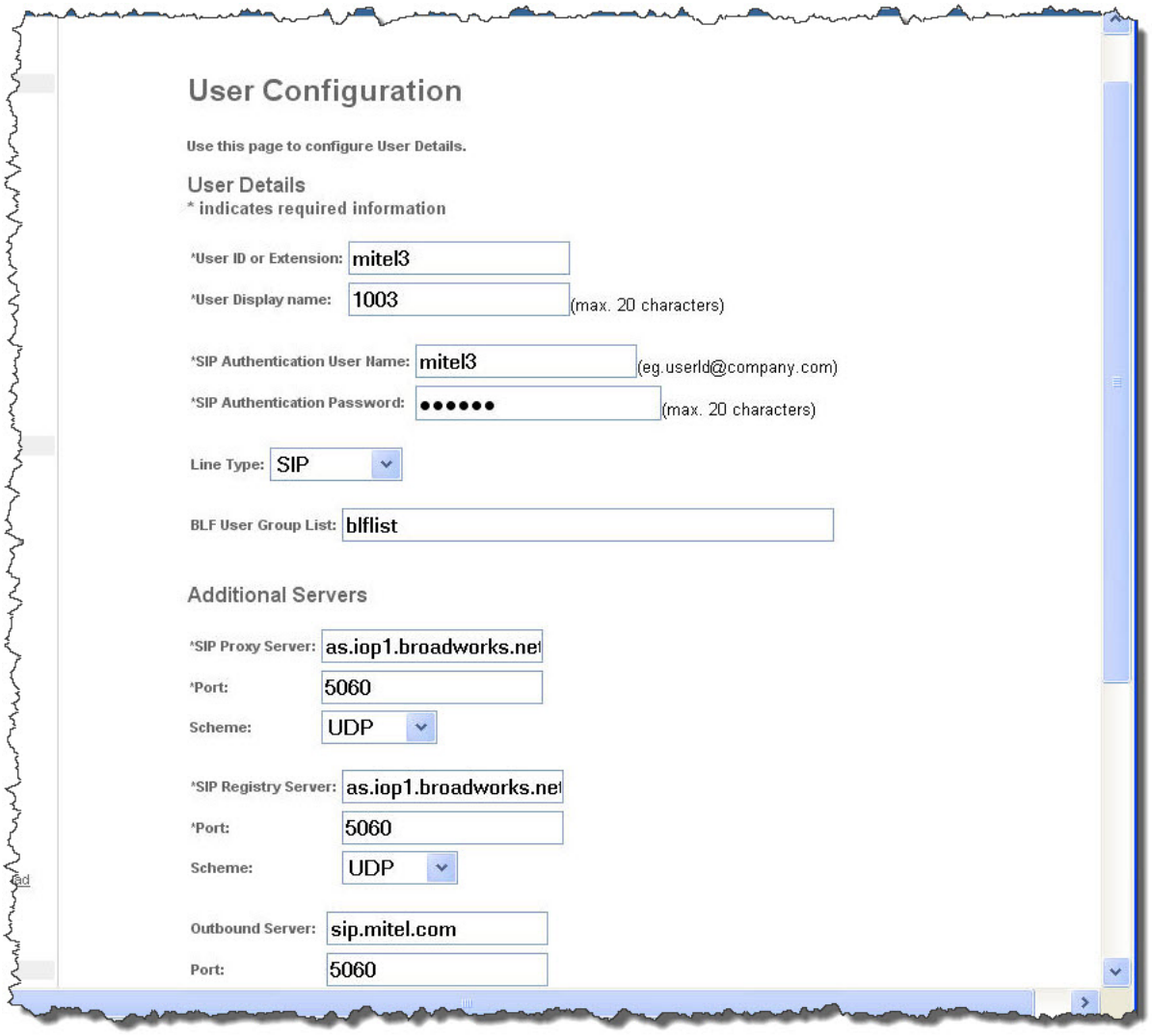


Figure 4: Programming and Configuring Users and BLF Keys

The illustration below shows an example of the User List configuration for the single user on mitel3.

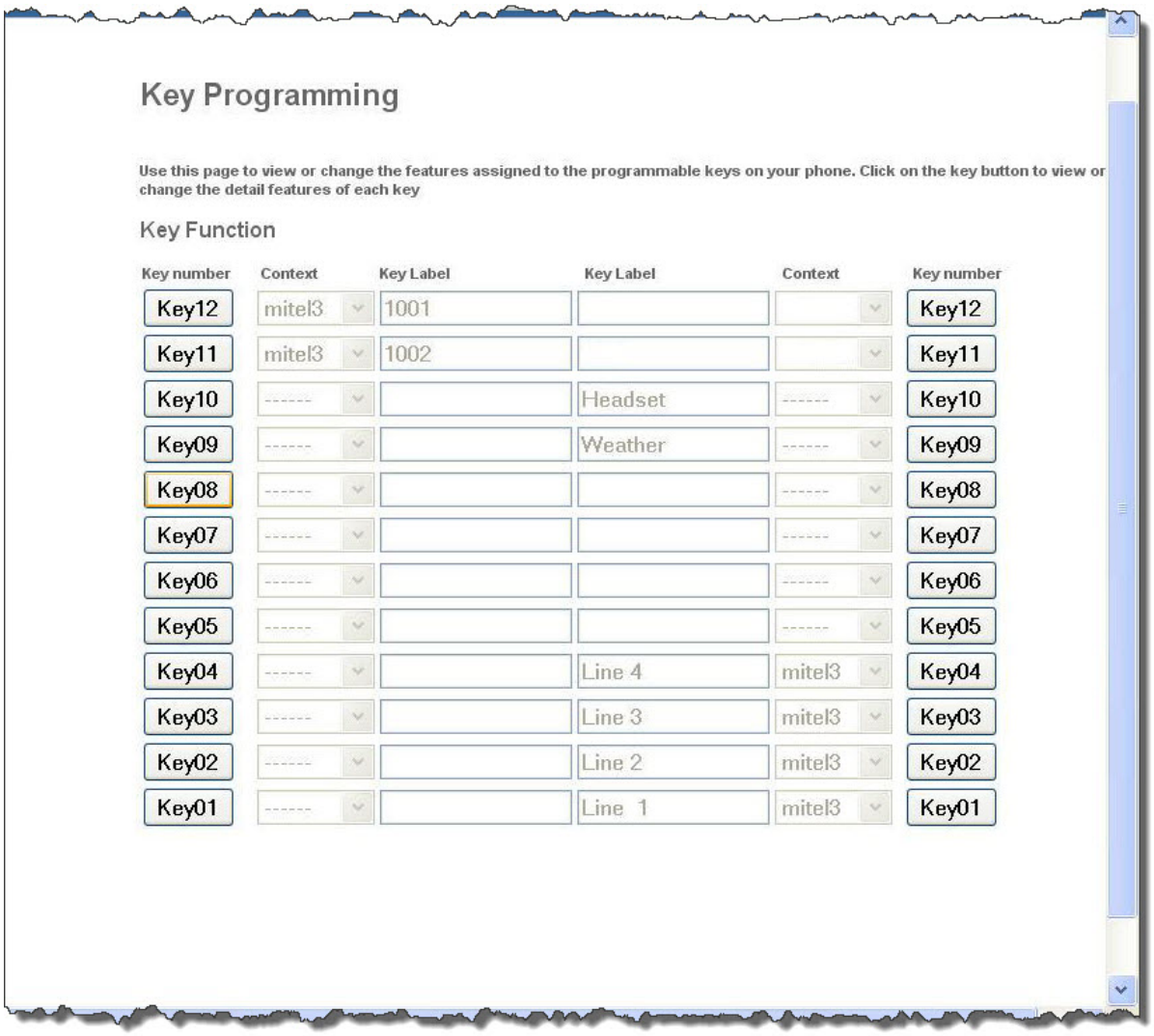


Your Administrator must configure the BLF User Group List on the User List Config page.

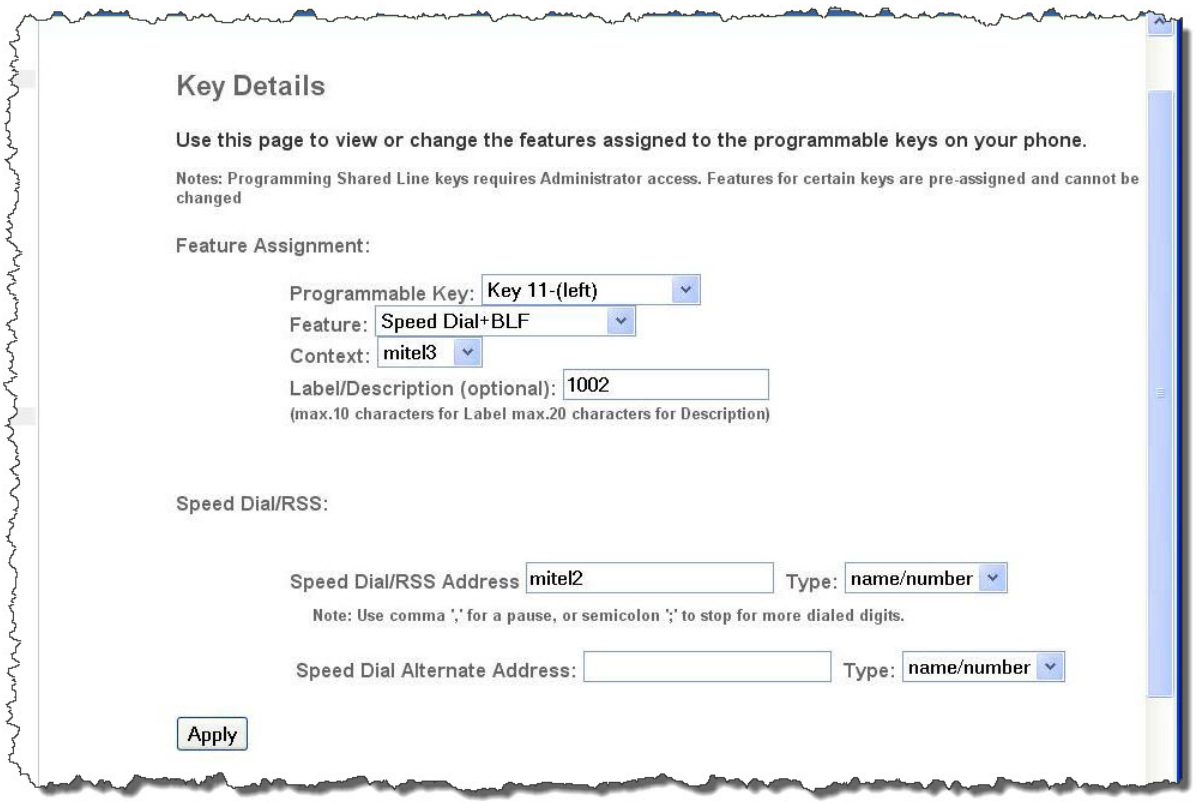


To program a BLF Key:

1. Access the **Key Programming** page of the Web Configuration Tool. (Note that the 5360 SIP IP Phone only has 8 programmable keys.)


Key Programming
Use this page to view or change the features assigned to the programmable keys on your phone. Click on the key button to view or change the detail features of each key
Key Function
Key number
Context
Key Label
Key Label
Context
Key number
Key12 mitel3 1001 Key12
Key11 mitel3 1002 Key11
Key10 ------ Headset ------ Key10
Key09 ------ Weather ------ Key09
Key08 ------ Key08
Key07 ------ Key07
Key06 ------ Key06
Key05 ------ Key05
Key04 ------ Line 4 mitel3 Key04
Key03 ------ Line 3 mitel3 Key03
Key02 ------ Line 2 mitel3 Key02
Key01 ------ Line 1 mitel3 Key01

2. Click the **Key Number** of the key you want to assign as a BLF key. In this example, Key 11 - left is selected to monitor user mitel2 on extension 1002.
3. From the **Feature** list, select **Speed Dial + BLF**.


Key Details
Use this page to view or change the features assigned to the programmable keys on your phone.
Notes: Programming Shared Line keys requires Administrator access. Features for certain keys are pre-assigned and cannot be changed
Feature Assignment:
Programmable Key: Key 11-(left)
Feature: Speed Dial+BLF
Context: mitel3
Label/Description (optional): 1002
(max.10 characters for Label max.20 characters for Description)
Speed Dial/RSS:
Speed Dial/RSS Address mitel2 Type: name/number
Note: Use comma ',' for a pause, or semicolon ';' to stop for more dialed digits.
Speed Dial Alternate Address: Type: name/number
Apply

4. From the Context list, you can only select the PRIME USER to associate this key.
5. Enter a label/description for this key to indicate which User is being monitored (optional).
6. Enter the User ID of the monitored user in the Speed Dial/RSS Address filed.
7. From the Type list, select name/number.
8. Click **Apply** to apply the changes.

The same procedure would be followed to configure mitel1a on Key 12-(left) as the BLF Key.

The BLF Key also acts as a Speed Dial key to the monitored user's number, and a Call Pickup key on behalf of the monitored user. The appearance of the LED indicator for the BLF key is as follows:

BLF Line Status	BLF Indicator	Description
Idle (On hook)	Off	The user being monitored is not on a call, nor dialing a call. The BLF key can be used as a speed dial key to the monitored user.
Off hook/Outgoing call	Solid Red	The monitored user is in the process of placing a call. The BLF key can be used as a speed dial key to the monitored user.
Incoming call	Flashing Green	A call is incoming for the monitored user. Press the BLF

BLF Line Status	BLF Indicator	Description
		key to pick up the call on behalf of the monitored user.
Connected call	Solid Green	The incoming call has been answered by the monitored user. The BLF key can be used as a speed dial key to the monitored user.

Time and Date

A Simple Network Time Protocol (SNTP) server (version 4 or later) provides your phone with the date and time. Your Administrator configures your time zone once using the Web Configuration Tool. If Daylight Savings Time is configured, your phone automatically adjusts to DST.

If an SNTP server is not available in your system setup, you can modify the time and date using your phone or the *Date/Time* page of the Web Configuration Tool (see Accessing the Web Configuration Tool on page 12). For more information, contact your Administrator.

Note: You cannot change your time and date settings while on a call.
If your phone loses power, the modified time and date are not saved.

ADMINISTRATOR TOOLS

All administrator-related activities are carried out using the Web Configuration Tool. Use the Web Configuration Tool to carry out the following activities:

- Phone passwords
- SIP user accounts
- Device parameters
- Access protocols
- Network settings
- Phone IP and MAC address
- Phone firmware upgrades
- Adjusting for daylight savings time
- Configuration files
- Hot line
- Media configurations
- Program configuration options
- RSS feed

SIP Administrator Phone Passwords

To log in for the first time as an Administrator, use the default administrator name and password. Change these passwords as soon as possible to prevent unauthorized access to the administrator-related configuration items. For the 5360 SIP Phone, the default administrator name is "admin", and the password is "5360".

USING YOUR PHONE WITH THE CORDLESS MODULE AND ACCESSORIES

Cordless handsets and cordless headsets provide you with the capability to move around within your own office or adjacent offices while using your phone.

These cordless devices connect to your IP phone through a Mitel Cordless Module, which attaches to the back of the phone. There are two Cordless Module types available: Digital Enhanced Cordless Telecommunications (DECT) and Bluetooth®. The DECT Cordless Module works with the Mitel DECT Cordless Handset and the Mitel DECT Cordless Headset. The Bluetooth Module works the Mitel Bluetooth Handset and most third-party Bluetooth headsets.

The Mitel Cordless Handsets (both DECT and Bluetooth) recharge in the handset cradle. The Mitel Cordless Headset (DECT only) rests and recharges in a headset cradle that attaches to the side of the phone.

The Cordless Devices Application (see page 63) provides access to the configuration settings and information screens that apply to the Cordless Module and accessories.

Note: Since only one module type can be attached to the phone at any given time, you cannot, for example, use a 5310 Conference Module when a Cordless Module is attached.

CAUTION: Attempting to remove the back plate on the phone to install a Cordless Module before disconnecting the phone's power supply may damage the phone. For details on installing a Cordless Module, see the appropriate Cordless Module and Accessories Installation Guide for Mitel 5360 SIP Phone included with the module and available at Mitel OnLine.

DECT Cordless Module and Accessories on a 5360 SIP Phone

Rear View of 5360 SIP Phone

Elements of Your Cordless Module and Accessories

Feature	Function
1) Cordless Module (either DECT or Bluetooth)	Attached to the back of the phone, the module contains a Light Emitting Diode (LED) indicating that a cordless device is in use; also indicates the state of pairing between the module and a cordless device.
2) Cordless Headset (photo shows DECT headset)	Cordless handsfree operation for calls. If you are using a cordless headset, you do not need to use the handset.
3) Cordless Headset Charging Cradle (DECT only)	Provides power to recharge the cordless headset battery. (Not available for Bluetooth headsets.)
4) Cordless Handset Charging Plate	Provides power to recharge the cordless handset battery. Replaces the handset cradle plate supplied with the phone for corded handsets.
5) Cordless Handset	Cordless operation for handset calls. (You can transfer from the phone handset to the cordless headset at any time.)
6) Cordless Module Pairing Button	Initiates pairing between the Cordless Module and a cordless accessory.

Feature	Function
7) Cordless Headset Cradle Cable (DECT only)	Connects to the Cordless Module to provide power to the charging cradle.

Handset/Headset Combinations

The following combinations of corded and cordless headset and handset are supported on the 5360 SIP Phone:

- Corded handset only
- Corded handset and corded headset
- Cordless handset only
- Cordless handset and cordless headset
- Corded handset and cordless headset
- Corded headset and cordless handset

The DECT Cordless Handset, DECT Cordless Headset, and Bluetooth Handset are all Mitel-branded accessories available only from Mitel. Bluetooth headsets are third-party accessories available from a variety of manufacturers.

Pairing the Cordless Module and Accessories

Before using a cordless handset or headset, it must establish communication with the Cordless Module using a procedure called pairing.

Pairing a DECT Cordless Accessory with a DECT Cordless Module

Notes:

- An IP phone can have only one DECT Cordless Handset and one DECT Cordless Headset.
- A cordless handset or headset can be paired with only one IP phone at a time.
- Pairing a new cordless handset or headset with the IP phone overwrites the configuration of any previous handset or headset.
- Pairing cannot be performed when a cordless device is already in use.

To pair a DECT cordless accessory:

1. Ensure that the battery of the cordless device to be paired is at least partially charged.
2. Press and hold the pairing button on the back of the Cordless Module (see page 51) for 5 seconds to activate phone pairing mode. The LED on the Cordless Module blinks. The Cordless Devices application opens on the phone and prompts you to place the accessory in pairing mode.
3. Press and hold the hookswitch on the side of the cordless handset (see page 56) or headset (see page 60) for 5 seconds to activate accessory pairing mode. The LED on the cordless accessory blinks. After a moment, the Cordless Devices application displays protocol, firmware, hardware, and IPEI information for the device to be paired.

Note: If the LED on the Cordless accessory does not start to blink after 10 seconds, the accessory requires charging or is still in factory battery saving mode (handset only). Place the accessory on the charger and charge. The green LED starts to flash indicating that the accessory is charging. It could take up to 60 minutes for the green LED to start flashing. Allow the accessory to fully charge, approximately 3 hours.

4. Press **Yes** to confirm pairing. The Cordless Devices application confirms the pairing by displaying the paired device name and its battery level indicator.
5. Press **Close** to exit.

Pairing a Bluetooth Accessory with a Bluetooth Module

Notes:

- An IP phone can have one Bluetooth Handset and up to five Bluetooth headsets (or up to six headsets if no handset is paired).
- To pair a new Bluetooth Handset, you must first unpair the existing Bluetooth Handset.
- Pairing cannot be performed when a Bluetooth device is already in use.

To pair a Bluetooth accessory:

1. Ensure that the battery of the Bluetooth device to be paired is at least partially charged.
2. Press and hold the pairing button on the back of the Bluetooth Module for 5 seconds to activate phone pairing mode. The LED on the Bluetooth Module blinks. The Cordless Devices application opens on the phone and prompts you to place the accessory in pairing mode.
3. **For Mitel Bluetooth Handsets:** Press and hold the hookswitch on side of the Bluetooth Handset (see page 56) for 5 seconds to activate accessory pairing mode. The LED on the handset blinks. The pairing confirmation window on the IP Phone appears, displaying the product name for the device to be paired.

   Note: If the LED on the handset does not start to blink after 10 seconds, the handset requires charging or is still in factory battery saving mode. Place the handset on the charger. The green LED starts to flash indicating that the handset is charging. It could take up to 60 minutes for the green LED to stop flashing. Allow the handset to fully charge, approximately 3 hours.

   For third-party Bluetooth headsets: Follow the manufacturer's instructions to place the Bluetooth headset in pairing mode. The pairing confirmation window on the IP Phone appears, displaying the product name for the device to be paired.
4. Press **Yes** to confirm the pairing. The Cordless Devices application prompts you to enter a passcode.
5. Enter a valid passcode for the Bluetooth device (default is 0000) using the keyboard on the display, and press **OK**.

   For third-party Bluetooth headsets: An **Auto Connect** window displays. Press **Yes** if the phone will not be shared with other users; press **No** if the phone will be shared with other users and multiple headsets.

6. The LED on the Bluetooth Module lights and remains lit for a few seconds and then resumes normal behavior. The Bluetooth device is paired to the Bluetooth Module.
7. Press **OK** to return to the Cordless Devices application.
8. Press **Close** to exit the application.

Unpairing an Accessory

To unpair a cordless accessory:

1. Press the blue **Menu** key and then press **Cordless Devices**.
2. Press the device name that you want to unpair. The information screen for the selected device appears.
3. Press **Unpair this Device**. If the accessory is in use, an error message displays. Otherwise, the accessory is unpaired, removed from the display, and can no longer be used to interact with the phone.
4. Press **Close**.

For more information about the Cordless Devices Application, see page 63.

Cordless Module LED Indicators

The Cordless Module has a blue light-emitting diode (LED) that indicates the current status of the module:

Blue LED	Function
Solid	Audio is active between the module and either the handset or headset.
Blinking	Pairing mode is active or a firmware upgrade is in progress.
Off	No audio is active.
Solid for several seconds	Pairing is successful.

Blinking: LED is On and Off for equal amount of time

Using the Mute Key on a Cordless Device

When using a Mitel-branded cordless accessory, the Mute key on the cordless accessory is synchronized with the Mute key on your phone. Pressing the Mute key on either the phone or the accessory also controls the Mute function on the other device.

There is no synchronization between a third-party Bluetooth headset mute control (if one is available) and your phone Mute key. The procedure for muting a Bluetooth headset depends on the headset manufacturer. Some headsets have a mute control and some do not. You can, however, use the Mute key on your phone to mute a conversation on any type of Bluetooth headset.

Using the Volume Keys on Cordless Device

When using a Mitel-branded cordless accessory, the Volume keys on the cordless accessory are synchronized with the Volume keys on your phone. Pressing the Volume keys on either the phone or the accessory also controls the Volume function on the other device.

When using a third-party Bluetooth headset, the volume control on the headset (if one is available) is not synchronized with the Volume keys on your phone. Pressing the Volume keys on the phone does not change the headset volume.

USING THE MITEL CORDLESS HANDSET

The cordless handset provides office mobility, allowing you to make and answer calls while away from your desk. Replacing the standard corded handset, the cordless handset contains a rechargeable battery that charges in the handset cradle when not in use.

To use the cordless handset (whether DECT or Bluetooth), you must pair the handset with the phone. For details, see Pairing the Cordless Module and Accessories on page 52.

Cordless Handset on a 5360 SIP Phone

Elements of the Cordless Handset

Feature	Function
1) Cordless Handset LED	**Blue**: Light-emitting diode (LED) indicating the status of the handset. **Green**: LED indicating the status of the handset battery. For more information, see page 58.
2) Hookswitch Button	Lifting the handset from the cradle activates the handset. If the handset is already out of the cradle, pressing the hookswitch takes the handset off-hook. Pressing the hookswitch again returns it to on-hook. Pressing the hookswitch while on a speakerphone call moves the call to the cordless handset.
3) Mute button	Mute allows you to turn the microphone off during a call.
4) Volume Up and 5) Volume Down buttons	Up and Down provide volume control for the ringer and handset/headset.

Note: To return to a corded handset, you must first unpair the cordless handset.

Answer a Call

Do one of the following:

- Lift the cordless handset.
- If the handset is already out of the cradle, press the hookswitch button on the handset.

Note: If you have a call on hold on your Prime Line and answer another on a Line Appearance key, it will be presented over the speaker.

Hang up

Do one of the following:

- Replace the cordless handset in the cradle.
- Press the hookswitch button on the handset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

1. Lift the handset or press the hookswitch.
2. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch on the cordless handset.

To program Auto Dial, refer to Auto Dial on page **Error! Bookmark not defined.**.

Handset Alerting Tones and LEDs

The handset provides the following alerting tones:

Feature	Function
Mute key on cordless device ON/OFF	2-pitch tone occurs immediately. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Mute key on Phone ON/OFF	Immediate tone with Bluetooth; no immediate tone with DECT. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Low battery (within 10 minutes left for DECT)	3 beeps and 20 second pause repeated 3 times
Low battery (within 2 minutes left)	3 rapid beeps and 1.5 second pause repeated 3 times
Out of range	Repetitive 3-pitch tone until you are back in range. **Note**: If you are out of range for more than 10 seconds, any call that is in progress is dropped and not recovered..

Note: Audio indications are heard in the handset only when it is in use and may interrupt voice transmission.

The handset has two LEDs:

- Blue – indicates the operational status of the handset
- Green – indicates the status of the electrical charge of the battery

LED Color	LED State	Indicates
Blue	Solid	Handset is muted
	Blinking	Handset is in pairing mode
	Winking	Active audio path between Handset and Module
	Off	No audio path between Handset and Module OR Battery is dead
	Solid for 2 seconds	Pairing is successful.
Green	Solid	Battery is fully charged
	Blinking	Battery is charging. **Note**: It is normal for the handset LED to cycle between blinking and solid as battery charge is maintained.
	Off	When handset is cradled and the LED does not flash or illuminate, this indicates an absence of battery power. During the first 30 – 60 minutes that the light is off, the battery may be trickle charging. If that is the case, the LED will resume normal behavior within that 60 minute period. If the

LED Color	LED State	Indicates
		LED remains off for more than 60 minutes, then either the battery is no longer chargeable or there is a problem in the charging circuit.

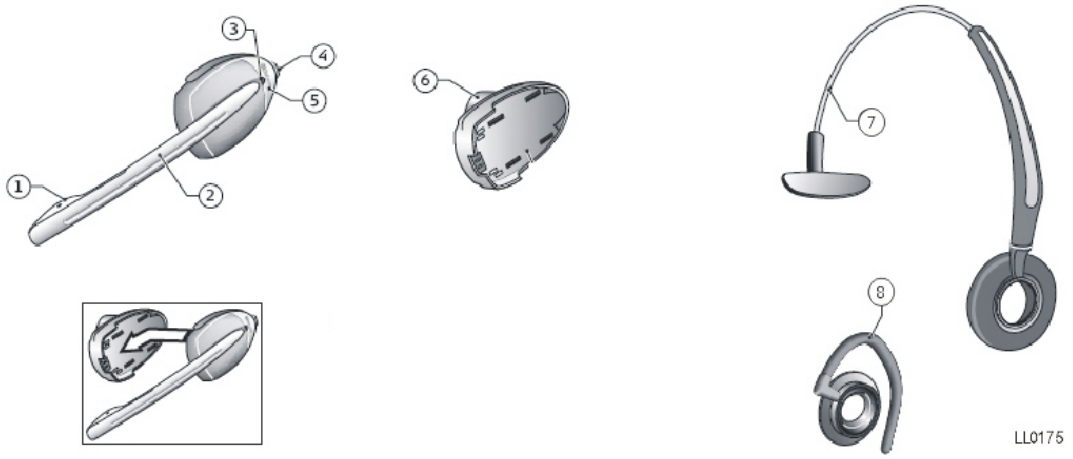
Blinking: LED is On and Off for equal amount of time
Winking: LED is On for a short period of time and Off for a longer period

USING THE MITEL DECT CORDLESS HEADSET

The cordless headset offers the same capability as the cordless handset to make and answer phone calls away from your desk while adding the convenience of handsfree operation.

When not in use, the cordless headset sits in the headset charging cradle.

To use the cordless headset, you must pair the headset with the phone. For more information, see Pairing the Cordless Module and Accessories on page 52.



Elements of the DECT Cordless Headset

1) Microphone	5) Hookswitch and pairing button (gray section with logo imprinted)
2) Boom arm	6) Speaker
3) Link indicator (LED)	7) Headband
4) Volume control with mute switch	8) Ear hook

Answer a Call

Do one of the following:

- Lift the cordless headset from the cradle.
- If the headset is already out of the cradle, press the hookswitch button on the headset.

Hang Up

Do one of the following:

- Replace the cordless headset in the cradle.
- If the headset is already out of the cradle, press the hookswitch button on the headset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

1. Lift the headset or press the hookswitch.
2. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch on the cordless handset or headset.

To program Auto Dial, refer to Auto Dial on page **Error! Bookmark not defined.**.

Headset Alerting Tones and LEDs

The cordless headset provides the following alerting tones:

Feature	Function
Mute ON/OFF	2-pitch tone occurs immediately. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Mute key on Phone ON/OFF	No immediate tone. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Low battery (within 10 minutes left)	3 beeps and 20 second pause
Low battery (within 2 minutes left)	3 rapid beeps and 1.5 second pause
Out of range	Repetitive 3-pitch tone until you are back in range. **Note:** If you are out of range for more than 10 seconds, any call that is in progress is dropped and not recovered.

There are two LEDs associated with the cordless headset:

- A blue LED on the headset indicates the headset status
- A green LED in the headset charging cradle indicates battery status

LED Color	LED State	Indicates
Blue (on headset)	Solid	Headset microphone is muted
	Blinking	Headset is in pairing mode
	Winking	Active audio path between Headset and Module
	Solid for 2 seconds	Pairing successful OR New battery installed
	Off	No audio path between Headset and Module OR Battery is dead
Green (on cradle)	Solid	Battery is fully charged
	Blinking	Battery is charging. **Note**: It is normal for the headset LED to cycle between blinking and solid as battery charge is maintained.
	Winking	Indicates low voltage when headset is uncradled
	Off	When headset is cradled, indicates battery is not charging

Blinking: LED is On and Off for equal amount of time
Winking: LED is On for a short period of time and Off for a longer period

USING A BLUETOOTH HEADSET

A third-party Bluetooth headset offers some of the same capability as the Bluetooth Handset to make and answer phone calls away from your desk while adding the convenience of handsfree operation.

Note: If you move out of range of the phone while connected using Bluetooth, you will notice that the audio quality quickly degrades. If you do not move back within range within about 10 seconds, the call is dropped.

To use a Bluetooth headset, you must first pair the headset with the Bluetooth Module on your phone. For more information, see Pairing the Cordless Module and Accessories on page 52.

For information on using mute and volume functions, see Using the Mute Key on a Cordless Device and Using the Volume Keys on Cordless Device on page 54.

Note: To switch from the Bluetooth Headset to the 5360 IP Phone speaker press the hookswitch twice on the Bluetooth headset.

Note: The specific operation of third-party Bluetooth headsets can vary somewhat by manufacturer and model. Refer to the documentation accompanying the Bluetooth headset for details on operation, alerting tones, LEDs, and charging. Note that all Bluetooth devices will drop any call in progress if the maximum range is exceeded.

Answer a Call

To answer a call:

- Press the hookswitch button on the headset.

Hang Up

To hang up on a call:

- Press the hookswitch button on the headset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

3. Press the hookswitch button on the headset.
4. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial a number with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch button on the headset.

To program Auto Dial, refer to Auto Dial on page **Error! Bookmark not defined.**.

USING THE CORDLESS DEVICES APPLICATION

The Cordless Devices Application provides access to module information and pairing for handsets or headsets.

To access the Cordless Devices Application, do one of the following:

- Press the blue **Menu** key, and then press **Cordless Devices.**
- Press a feature key you have programmed as the Cordless Devices Application key.

Note: When the pairing button on the Cordless Module is pressed, or when the battery level of a Mitel-branded cordless accessory is critically low, the phone will automatically open the Cordless Devices Application.

Low Battery Level

When the battery of a Mitel cordless device reaches a near-critical level, the phone displays a warning. Until the battery is recharged (or until it becomes fully discharged), the warning is repeated at each new call made using the Prime Line. To continue with a call while charging the cordless accessory, switch to speakerphone and then cradle the cordless accessory.

Viewing Cordless Module Information

You can use the Cordless Devices Application to view protocol, firmware, and hardware information about the Cordless Module attached to your phone.

To view Cordless Module information:

1. Access the Cordless Devices Application.
2. Press **Cordless Module Info** or **Bluetooth Module Info**. Device information appears on the screen.
3. Press **Close** to exit.

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